



**Job Title: Director of Data & Compliance**

**Reports to: Chief Program Officer**

**Education Requirement: Bachelor's Degree; Master's Degree Preferred**

**Experience Required: Minimum of 5 years in program administration or data management Position is**

**Exempt, Full Time**

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**Job Summary:**

Families Forward is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, wants to make a difference in the lives of others, and is committed to Housing First solutions to end family homelessness. The Director of Data & Compliance is a technical role focused on leading development, support, operation, and growth of the data management and analytics at Families Forward. Directs and oversees the design and development of systems used for managing data such as Homeless Management Information System (HMIS), CiviCore and other business intelligence systems. Responsible for maintaining and monitoring the data systems to ensure they meet organizational requirements. An important component of this role is programmatic grant compliance especially around eligible contract activities and tracking performance measures. Ensure high-quality data entry, file compliance, and reporting. Manage external audits and lead the process to provide quarterly agency-wide performance measures.

**Supervision/Evaluations:** Grant Compliance Manager, Senior Data Quality Specialist, Data Entry Clerk, Data Entry Volunteers

**Essential Job Duties:**

**Oversight and Management of Client Databases (30% of time spent)**

Responsible for overall management and implementation of HMIS and CiviCore for all agency programs:

- Primary interface with vendors and/or responsible agencies
- Leads the data trend analysis and furthers the process/performance improvement for all programs
- Oversee the Data team, including staffing, training, conducting interviews and retention.
- Responsibilities include planning, assigning, and directing work; appraising performance and guiding professional development; addressing employee relations issues and resolving problems
- Provide oversight of data management functions for the agency including assigning or attending data meetings in support of Coordinated Entry, Tools and Technologies and HMIS user meetings
- Oversee required reporting to HUD including 211OC's Annual Performance Report (APR), Longitudinal System Analysis (LSA), Sheltered Point in Time Count (PIT), and Housing Inventory Count (HIC)
- Supervises and supports the Data team especially the Sr. Data Specialist and Grant Compliance Manager with focus on:
  - Ensure high data collection, tracking and reporting processes
  - Creating and implementing policies and procedures for data management
  - Keeping an oversight of the data management programs (HMIS, CiviCore) including developing quality control, capacity building and training guidelines
  - Oversee HMIS database administration including proper set-up of projects and user licenses

**Direct Data Quality and Reporting (30% of time spent)**

Actively monitor data content for third-party thresholds and for internal program goals at least monthly, providing feedback to agency and program department staff to adjust data entry or program implementation

- Develops, coordinates and executes Continuous Quality Improvement plan for all services
- Develops, coordinates, and monitors procedures to ensure compliance with accreditation, licensing, certification, and contractual standards for programs
- Oversees publishing of monthly reports and recommendations to program leaders on program measures
- Serve as technical expert on the team, train and communicate on any suggested process improvement including problem solving
- Specialize in planning, designing, developing, and performing assessments on data and structures to ensure integrity, completeness, quality, and appropriateness of formats, records and structures

- Create standards for Communicate late data requests, entries, exits, services, case notes and packet completion by Case Manager in a monthly report card to clarify accountability and improve data performance measures
- Design, develop and program methods, processes, and systems to consolidate and analyze unstructured, diverse “big data” sources to generate actionable insights and solutions for client services and program enhancements
- Data certification to third parties as required

#### **Administer Audit, Compliance and Grant Reporting (30% of time spent)**

Working with Sr. Financial Analyst to assign client families and allocate program staff time to specific grants to maximize grant performance. Proactively reviews grant requirements for tracking and reporting. Clearly communicate service goals by grant to program staff and monitor progress. Provide all required data for grant reporting at conclusion of each grant

- Includes leading government grant auditing process
- Administer grants in conformance with all fiscal, programmatic, and administrative compliance guidelines
- Includes working diligently to share regular data reports with government and private grant coordinators within the Fund Development team
- Monitors programmatic performance contract compliance and maintain grants calendar of activities and deliverables
- Make budget modifications/adjustments according to program spending and communicate adjustments to program directors and CPO
- Close out grants in a timely manner for assigned awards, which includes overseeing financial reconciliation

#### **Agency-wide Performance Measures and Data Strategy (10% of time spent)**

- Develop and maintain departmental policies and procedures to ensure data quality for the organization
- Implement program evaluation strategies to determine the efficiency and effectiveness of the agency’s programs and services.
- Provides the means, methods and solutions needed to support the efficient collection, storage, transfer, manipulation, analysis and reporting of data as well as the need to deliver information for use by decision makers
- Lead the development and reporting of the 6-months and annual data metric presentation to stakeholders not limited to Board Data Task Force, Board Program Committee and Board at large
- Advise by providing technical and strategic reports that identify and address program issues and opportunities

#### **Required Skills**

- Advanced computer and Microsoft Office Suite skills required
- Independent decision-making skills combined with ability to function effectively as part of a team
- Strong analytical background

#### **Additional Qualifications:**

- Maintain valid California Driver License and Proof of State-mandated Auto Insurance.

Please send resume to Marissa Hall at [mhall@families-forward.org](mailto:mhall@families-forward.org). No phone calls please.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

<b>Key Skills:</b>	<b>Comprehensive</b> Expert with total knowledge; guides others	<b>Advanced</b> Fully trained; req. occasional assistance	<b>Moderate</b> General knowledge but not totally proficient	<b>Basic</b> Trainee with general understanding
<b>Technical/Functional Expertise:</b> Precise Deadline & Time Mgmt.		<b>Required</b>		
<b>Industry Knowledge:</b> Grant Research & Writing		<b>Required</b>		
<b>Computer Software:</b> Microsoft Office		<b>Required</b>		
<b>Interpersonal/Communication:</b> Strong verbal & written skills		<b>Required</b>		
<b>Language (non-English):</b> Speak & understand Spanish				

**Work Environment/Requirements: (time required in terms of an 8 hour workday)**

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

<b>Basic Duties</b>	<b>O</b>	<b>F</b>	<b>C</b>
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone		F	
Type or use PC equipment			C
Sit at desk			C
<b>Noise Level</b>			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			
Moderate Noise (open office)			F
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
<b>Work Environment</b>			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
<b>Other:</b>			

<b>Basic Functions</b>	<b>O</b>	<b>F</b>	<b>C</b>
Kneel/bend/crouch/crawl/squat	O		
Talk		F	
Hear		F	
Climb or balance			
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk	O		
Use hands to finger/handle/feel			
Push/pull			
<b>Special Vision Requirement</b>			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			C
<b>Lifting/Carrying</b>			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
<b>Working Hours</b>			
Physical presence during work hours		F	
Weekends	O		
Overtime	O		

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Manager's Approval

\_\_\_\_\_  
Date

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Human Resource's Approval

\_\_\_\_\_  
Date

