

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Data & Compliance Manager

Reports to: Chief Program Officer

Education Requirement: Bachelor's Degree or equivalent education and experience

Experience Requirement: Minimum of 3+ years in nonprofit or for-profit settings with primary responsibility for data management, program analysis, and/or grant compliance.

Position is: Exempt, Full-time

Pay Rate: \$75,000-85,000 per year, depending on experience

Supervises: Data Integrity Specialist, Data Analyst, Data Entry Volunteers

About Families Forward

Families Forward is a leading nonprofit dedicated to ending family homelessness and creating pathways to housing stability in Orange County. Our team is united by a shared commitment to equity, innovation, and data-driven decision-making. Every role directly contributes to transforming lives — and the Data & Compliance Manager plays a critical role in making sure our impact is measurable, reliable, and continually improving.

Position Summary

The Data & Compliance Manager plays a central role in ensuring Families Forward maintains accurate data, meets all contract and regulatory requirements, and tells a clear, compelling story about the impact of our programs. This position oversees agency client data systems, leads data quality and performance reporting, manages government grant tracking and reporting, and supports development of competitive government grant applications.

This role partners closely with Program, Finance, and Leadership teams and helps build a culture where data strengthens decision-making and supports families on their path to housing stability.

Key Responsibilities:

Data Systems Oversight & Staff Training – 25%

- Administer agency client databases (HMIS, ClientTrack/CiviCore), ensuring systems are configured to meet program and funder requirements.
- Create and maintain user accounts, permissions, project setups, and system configurations.
- Monitor system performance and data flows; identify opportunities to streamline data entry, reduce duplication, and improve overall system efficiency.
- Troubleshoot data system issues in coordination with vendors and county partners.
- Develop and maintain data entry standards, data governance protocols, procedures, and workflow documentation.
- Lead onboarding and refresher trainings for all staff who use client data systems.
- Conduct regular audits of user access and permissions to ensure adherence to confidentiality policies, HUD Data Standards, and HMIS governance rules.
- Serve as the primary subject-matter resource for internal and external questions relating to client data systems.

Data Quality, Reporting & Performance Tracking – 25%

- Conduct regular data quality checks for timeliness, accuracy, and completeness, and compliance across all programs and funding sources.
- Produce monthly data reports, performance dashboards, analytic summaries, and dashboards for program leadership and executive decision-making.
- Translate complex data into clear, actionable insights that strengthen documentation, case management practices, and outcome achievement. Support internal and external reporting needs, including board updates, grant outcomes, and community partnerships.
- Contribute to continuous quality improvement efforts and improve data workflows.
- Develop tools and data visualizations that support storytelling, advocacy, and demonstration of Families Forward's impact on preventing and ending family homelessness.

Government Grant Tracking, Reporting & Applications – 25%

- Maintain a comprehensive and proactive grants management calendar, monitoring reporting deadlines, performance milestones, spenddown timelines, and renewal/application cycles for all government funding streams. Track outcome progress, household service counts, and scope-of-work alignment with contract requirements and organizational impact goals.
- Lead monthly cross-department grant performance and spenddown reviews with Program, Housing, Finance and Fund Development teams to ensure programmatic, fiscal, and documentation targets remain on track.
- Compile and prepare data tables, outcomes, narratives, demographics, and required attachments for government grant applications and renewals.
- Complete timely and accurate monthly, quarterly, and annual government reports.
- Lead funder monitoring visits, file reviews, and follow-up corrective actions.

Grant Compliance, Contract Management & Audit Support – 15%

- Ensure programs follow funder requirements, documentation standards, and eligibility criteria.
- Maintain up to date grant scopes of work, tracking tools, compliance logs, documentation checklists, and eligibility spreadsheets.
- Communicate performance expectations and compliance updates to program teams.
- Partner with Finance to align service data with invoicing, reimbursements, and budget adjustments.
- Lead and prepare materials for grant audits, data validations, and file sampling.

Agencywide Data Strategy & Evaluation – 10%

- Support the development and implementation of data policies, procedures, and quality standards.
- Assist with outcome measurement and program evaluation efforts.
- Provide data analysis for new initiatives, strategic planning, and funding proposals.
- Contribute to efforts that promote a data-informed culture across the organization.

Qualifications:

- Bachelor's degree or equivalent combination of education and relevant experience.
- 3+ years of experience working with complex databases, preferably HMIS or other client management systems.

- Experience with HUD Data Standards, data quality frameworks, or government grant reporting.
- Strong analytical skills with the ability to translate data into clear insights.
- Excellent attention to detail, organization, and follow-through.
- Strong communication skills and ability to work across departments.
- Ability to manage multiple deadlines and operate in a fast-paced environment.
- Familiarity with process improvement methodologies (CQI, Six Sigma, etc) preferred.
- Experience supporting audits, monitoring visits, or contract compliance for publicly funded programs.
- Advanced proficiency in Microsoft Excel, data entry, and reporting tools; experience with data visualization tools (e.g., Power BI, Tableau, or Excel dashboards) a plus.
- Excellent written and verbal communication skills, with the ability to explain data clearly to non-technical audiences.
- Demonstrated ability to work independently, meet deadlines, and manage multiple projects simultaneously.
- Understanding of homeless service systems or social services preferred.
- Commitment to confidentiality, equity, and Families Forward's mission.
- Valid California Driver's License and State-mandated Auto Insurance required.

Why You'll Love Working Here

You'll be part of a team that believes data can drive social change. Your work will directly help ensure that every number, report, and insight tells a truthful story — one that brings Orange County families closer to stable housing and brighter futures. Families Forward offers a supportive, mission-driven environment with opportunities for professional growth, comprehensive benefits, and a culture that values collaboration, learning, and innovation.

Don't meet every single requirement? We encourage you to apply anyway. At Families Forward, we value diverse backgrounds, perspectives, and lived experiences. If you're excited about this role and our mission to end homelessness, we want to hear from you—even if your experience doesn't align perfectly with every qualification.

Benefits

- Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

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.

Please send resumes to Marissa Hall, Director of Operations, at mhall@families-forward.org. No phone calls, please.