



Director of Data & Compliance

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; 3 years management experience; prior experience in grant administration and compliance strongly recommended.

Position is: Exempt, Full-time

Salary Range: \$100,000 - \$120,000 per year, based on experience

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

About Families Forward

Families Forward is dedicated to preventing and ending family homelessness and strengthening community wellbeing across Orange County. Since 1984, we have provided compassionate support that helps families achieve lasting stability and self-sufficiency through housing programs, essential services, career counseling, food assistance, and resources that nurture resilience and hope.

Guided by our values of dignity, empowerment, accountability, community spirit, and hope, we are building an organization where mission-driven service is supported by strong systems, reliable data, thoughtful compliance, and clear insight into the impact of our work.

The Opportunity

Families Forward is seeking a Director of Data & Compliance to lead a critical function at the center of organizational performance, grant compliance, reporting, data quality, and systems improvement.

This is not a narrow data-management role. It is a leadership role for someone who can bring structure, accountability, judgment, and partnership to a complex data and compliance environment.

The Director of Data & Compliance will lead the data team, oversee agency-wide data quality and reporting, manage compliance and audit readiness, partner closely with Fund Development and Program leadership, and help guide the organization through a multi-year data systems improvement effort.

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The right person will be both technical and relational. They will be comfortable working in imperfect systems, influencing across departments, developing people, meeting deadlines, and translating data into useful insight for leadership, funders, programs, and the Board.

What Success Looks Like

Within the first year, the Director of Data & Compliance will have helped Families Forward build a more reliable, accountable, and useful data and compliance function.

Success will be visible when:

- Grant compliance requirements are understood, tracked, communicated, and met on time.
- Audit preparation is proactive rather than reactive.
- Agency data is more accurate, complete, timely, and usable.
- Program leaders have clearer visibility into key measures and performance trends.
- Fund Development has a strong data partner for grant applications, reporting, impact measurement, and funder communication.
- The data team has clearer expectations, stronger support, and a path for professional growth.
- Reporting routines, dashboards, and data-quality processes become more consistent and dependable.
- The Chief Program Officer has greater confidence that critical data, compliance, reporting, and audit responsibilities are being actively owned.
- Families Forward is better positioned to improve or consolidate its data systems over time while maintaining current reporting obligations.

Key Responsibilities

Lead Data, Compliance, and Reporting Strategy

- Provide leadership for agency-wide data quality, compliance reporting, performance measurement, and data use.
- Partner with the Chief Program Officer and leadership team to define, track, and communicate key organizational metrics.
- Support strategic data initiatives, including a multi-year effort to strengthen and improve data systems.
- Monitor relevant community, program, housing, and service trends to support organizational planning and impact reporting.
- Translate complex data into clear information that supports decision-making, storytelling, grant development, and program improvement.

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Build a Reliable Data and Compliance Function

- Oversee the systems, processes, standards, and routines used to collect, manage, verify, analyze, and report agency data.
- Strengthen data-quality practices across programs, including timeliness, completeness, accuracy, documentation, and reporting consistency.
- Develop and maintain policies, procedures, tools, and reporting rhythms that clarify expectations and improve accountability.
- Lead monthly, quarterly, annual, board, funder, and stakeholder reporting as needed.
- Provide useful reporting and recommendations to program leaders regarding program measures, performance trends, and data-quality issues.

Own Grant Compliance, Audit Readiness, and Required Reporting

- Proactively review grant requirements and ensure required tracking, documentation, reporting, and compliance activities are understood and managed.
- Lead programmatic grant compliance activities in partnership with Fund Development, Finance, Program leadership, and the Chief Program Officer.
- Maintain visibility into grant deliverables, reporting timelines, performance measures, close-out requirements, and compliance risks.
- Support government grant audits and required reporting processes.
- Ensure required data is available, accurate, timely, and defensible for funders, auditors, and other stakeholders.
- Communicate compliance expectations clearly and early to program and cross-functional partners.

Lead and Develop the Data Team

- Supervise, coach, and develop the Data Integrity Specialist, Data Analyst, and Data Entry Volunteers.
- Set clear expectations, assign work appropriately, monitor progress, and provide timely feedback.
- Build team capability and confidence while maintaining accountability for quality, deadlines, and follow-through.
- Support professional development and create a team environment where people understand how their work contributes to the mission.
- Address performance issues directly, respectfully, and constructively.

Manage Complex Systems and Improve Data Infrastructure

- Serve as a key leader for HMIS, CiviCore, internal data systems, city-based systems, business intelligence tools, dashboards, and related reporting processes.
- Work across a complex environment that currently includes multiple databases, tools, and reporting requirements.
- Partner with vendors, consultants, external agencies, and internal stakeholders to support system use, improvement, and future-state planning.

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- Help identify where systems, workflows, data entry, documentation, or reporting processes are breaking down.
- Support practical improvements that strengthen reliability while maintaining day-to-day compliance and reporting obligations.

Influence Across the Organization

- Partner closely with Program leadership, case management teams, Fund Development, Finance, executive leadership, vendors, auditors, government partners, and board-facing stakeholders.
- Build trust with teams who depend on data and teams whose work creates the data.
- Communicate clearly with technical and nontechnical audiences.
- Help program teams understand what is required, why it matters, and how to meet expectations.
- Balance partnership, service orientation, and accountability.

The Environment You Will Be Joining

This is a meaningful leadership opportunity in a mission-driven nonprofit with broad scope, high visibility, and real organizational impact.

It is also a complex role.

The person who succeeds will be comfortable with:

- multiple systems and data sources
- competing deadlines
- grant and audit pressure
- cross-functional dependencies
- evolving processes
- a team with strong potential that needs leadership and development
- influencing people who may not report directly to them
- balancing immediate reporting needs with longer-term systems improvement
- maintaining accountability in a compassionate, service-oriented environment

This role is a strong fit for someone who enjoys building reliable systems, developing people, creating clarity from complexity, and helping mission-driven organizations make better use of data.

It is likely not the right fit for someone who prefers a narrow technical individual-contributor role, highly mature systems, low stakeholder interaction, or work that does not require frequent communication, follow-through, and cross-functional accountability.

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Required Qualifications

- Bachelor's degree required; Master's degree preferred.
- Minimum of 5 years of experience in program administration, data management, compliance, reporting, analytics, or a related field.
- Minimum of 3 years of management or supervisory experience.
- Prior experience with grant administration, grant compliance, audit support, contract reporting, or funder reporting strongly preferred.
- Advanced computer skills, including strong Microsoft Office Suite skills, especially Excel.
- Strong analytical ability and attention to detail.
- Ability to learn new systems quickly. Prior HMIS or Families Forward system experience is not required, but the ability to learn and lead in a complex systems environment is essential.
- Valid California Driver License and state-mandated vehicle insurance.

Attributes That Matter

The successful candidate will demonstrate:

- collaborative leadership
- servant leadership orientation
- integrity and accountability
- strong communication
- practical judgment
- ability to influence without authority
- comfort with complexity
- deadline discipline
- staff-development ability
- systems thinking
- calm execution under pressure
- commitment to mission and service
- ability to balance compassion with clear standards

Families Forward values diverse backgrounds, perspectives, and lived experiences. If you are excited about this role and our mission to end homelessness, we encourage you to apply even if your experience does not align perfectly with every qualification.

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



Compensation and Benefits

Salary Range: \$100,000–\$120,000 per year, based on experience.

Families Forward offers competitive compensation, full benefits, and professional development opportunities. Benefits include medical, dental, and vision coverage; flexible spending account; life insurance; 403(b) retirement plan; generous paid time off including holidays, vacation, and sick time; phone or phone stipend; and other benefits designed to support employees.

To Apply

Please send resumes to Jennifer Press, Senior Director of Talent and Operations, at jpress@families-forward.org. No phone calls, please.