

# Evaluation and Analytics Coordinator

## King County Regional Homelessness Authority

**Role Title:** Evaluation and Analytics Coordinator

**Salary Range:** \$85,000 - \$95,000

### Organizational Overview

The King County Regional Homelessness Authority (the Authority) oversees all homelessness related programming and prevention initiatives in the Seattle/King County region. Created via an interlocal agreement between the City of Seattle and King County in 2019 the Authority is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the Authority is specifically tasked with:

1. Engaging and centering people with lived experience;
2. Focusing on justice-based approaches in order to actively address disproportionalities in the population experiencing homelessness; and
3. Integrating the perspectives of a wide range of stakeholders across King County through a sub-regional planning process that recognizes the unique attributes of communities within the county.

The Authority is currently in its founding era and is looking for dynamic and skilled leaders at all levels.

### Team Overview

The Community Impact team within the Authority is responsible for oversight of critical agency activities including data management and reporting, the development of system metrics, program development and oversight, community engagement, data system implementation, and stakeholder coordination. Members of this team report directly to the Chief Community Impact Officer and support the data and community engagement functions of the Community Impact department in service of the broader Authority goals.

### Role Description

The Evaluation and Analytics Coordinator works closely with people experiencing homelessness, the Chief and Deputy Chief Community Impact Officers, staff from the Programs department, agency staff, and other community partners to help answer some of the most pressing questions about how our region is responding to the homelessness crisis. In collaboration with the other members of the Community Impact department, the Evaluation and Analytics Coordinator will support the Authority's evaluation strategy, analytics practice, community engagement, and reporting (including HMIS, Point In Time Count, and other data collection as deemed necessary by Authority leadership). The department is responsible for using data in ways that are innovative, strategic, and aligned to the Authority's core belief that

those who have directly experienced homelessness are best suited to develop the solutions that will ultimately end homelessness.

The Evaluation and Analytics Coordinator will support the Community Impact division in operationalizing their evaluation and analytics practice as the department moves toward a future of providing robust, real-time data to agency decision makers, providers, people experiencing homelessness, and other community stakeholders. With the support of the Chief Community Impact Officer and Deputy Chief Community Impact Officer, this role will be responsible for carrying out evaluations, developing internal analytics tools, and building and maintaining external data products (such as online dashboards and performance reports). This is a highly collaborative role which requires a degree of technical expertise and an orientation toward partnership building.

As an individual contributor, the Evaluation and Analytics Coordinator will support the culture and practice of data-informed decision making at the Regional Homelessness Authority. This position will often use existing data resources, such as the Homelessness Management Information System (HMIS), to derive insights into how our system is functioning. They will also support the collection of new and novel data as necessary for evaluation and analytics. In coordination with other KCRHA staff and external partners, the Evaluation and Analytics Coordinator will help turn these insights into actionable plans.

The Evaluation and Analytics Coordinator will ultimately be accountable to the CEO and people experiencing homelessness and will be held to the processes that customers of the Regional Authority's services, community groups, and frontline staff establish to ensure that accountability.

### ***Accountabilities:***

#### **Evaluation & Analytics (70%)**

- Apply a racial equity lens to all areas of work, including methods, analysis, results interpretation and dissemination
- Clean, validate, and analyze data using software or program applications such as R, Tableau, Dedoose and SQL
- Design and support evaluations and performance measurement systems
- Ensure evaluation activities are done in a culturally responsive manner when working with historically oppressed communities
- Gather and maintain data in a systematic method using qualitative and quantitative methods
- Manage and link data from multiple internal and external sources within the parameters of data-sharing agreements and client privacy
- Support the on-going growth and development of enterprise level technology solutions to collect, organize, and make meaning of the Authority's data collection efforts

- Support the development and management of new data collection strategies to close knowledge gaps and increase the capacity of the Authority to have near real-time understanding of needs and housing or service availability in the county.
- Support community partners and other Authority staff in the implementation of new data collection strategies
- Develop and manage public-facing, accessible analytics and evaluation products, such as online dashboards and published reports
- Provide support and guidance for Authority staff around use of data and evaluation tools developed and used by the Community Impact Division
- Work diligently to keep data confidential and private in congruence with a variety of privacy frameworks

### **Department Strategy & Operations (15%)**

- Support the development and design of data strategy to support the Authority in day-to-day operations and oversight of all homelessness related programs and initiatives
- Support the Community Impact Division in identifying and vetting additional tools that can help the authority effectively and efficiently collect and process data.
- Support in the unification of the team and related stakeholders to drive towards the organizational vision
- Model a customer-centric work style to internal and external stakeholders
- Work with the Chief Community Impact Officer and Deputy Chief Community Impact Officer to identify additional resourcing to support agency operations, as required
- Proactively engage with other staff and support communication between divisions

### **Community Engagement (15%)**

- Partner with stakeholders such as organizations serving Black, Indigenous, Immigrant and other communities of color, organizations serving people with disabilities, organizations serving LGBTQIA community members, organizations serving women, and other organizations serving historically marginalized and oppressed communities
- Engage stakeholders in partnership with the sub-regional planning team for evaluation processes based on shared priorities, including meeting facilitation, presentation, conflict resolution, and negotiation skills
- Work with stakeholders to present analyses, find common themes, and identify relevant and actionable findings for performance measurement and evaluations
- Coordinate and facilitate opportunities for engagement between external stakeholders Community Impact Division.
- Support the development of relationships with community-based organizations, potential resourcing partners and other government agencies to support strong engagement and create opportunities for collaboration
- Prepare materials to provide relevant updates to key partners in town halls, board meetings, council sessions, or related engagement and/or oversight structures
- When needed, attend events as a content area expert

## **Minimum Requirements**

- 2+ years of experience with quantitative and/or qualitative research methods with a focus on monitoring, evaluation, and continuous quality improvement and organizational learning
- 2+ years experience acting as an evaluator or researcher on behalf of government agencies, academic institutions, or non profit organizations
- Proficiency using multiple types of analytic tools (e.g. Tableau, Dedoose, SPSS, STATA, R, Python) and data visualization tools.
- Demonstrated understanding of community engagement
- Clear experience centering equity and justice approaches in complex government operations with demonstrable results
- Demonstrated success managing complex stakeholder relationships across multiple jurisdictions
- Demonstrated ability to work across systems

## **Additional Requirements**

- Ability to undertake routine travel around the region in order to meet with key stakeholders.
- Experience working with data sources relating to homelessness, housing affordability, public housing, evictions, and other related topics, a plus
- Experience designing and operating programs and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- Exceptional planning, organizing, and prioritizing skills in order to manage a diverse workload, multiple demands, and deadline sensitive projects
- A high level of customer service orientation and attention to detail
- Ability to provide and accept feedback
- Ability to work in and across several communication platforms, including social networks and cloud-based systems
- Strong attention to detail, accuracy, timeliness

## **EEO STATEMENT**

The King County Regional Homelessness Authority is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on the basis of race, creed, religion, color, national origin, age, alienage or citizenship status, ancestry, nationality, national origin, marital or domestic partnership or civil union status, familial status, sex, pregnancy, gender identity, or any other characteristic protected by federal, state or local law. The Authority will provide reasonable accommodations for qualified individuals with disabilities.