

Data Asset Manager

King County Regional Homelessness Authority

Role Title: Data Asset Manager

Salary Range: \$95,000 - \$115,000

Organizational Overview

The King County Regional Homelessness Authority (RHA) 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 RHA is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the RHA 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 RHA 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 RHA 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 RHA goals.

Role Description

The Data Asset Manager 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. The primary objective of the Data Asset Manager is to ensure the RHA data assets are secure, accessible, and accurate. Chief among these assets is the Homeless Management Information System (HMIS) - the HUD-regulated database that includes client-level information across our homelessness response system.

The Data Asset Manager will serve both as the County's HMIS Administrator and the RHA Agency Lead. As such, this person will manage the RHA's contract and relationship with our HMIS provider; manage federal reporting requirements centered around data management, HMIS, or other related topics (such as the Housing Inventory County); collaborate with providers, community groups, and other stakeholder groups on HMIS developments; manage the privacy, security, and access of HMIS; serve as a primary point of contact for providers regarding HMIS; develop and manage data sharing and similar agreements with community partners.

The Data Asset Manager will be an important contributor to the work of the RHA in reimagining and redesigning the homelessness response system in King County. In particular, this person will help lead the work on identifying and implementing new ways we can collect better client-informed data, both in HMIS and other data systems. The Data Asset Manager may also serve as the primary product owner for additional data assets that the RHA uses to meet our goals. This may include the technical infrastructure and process related to one of the RHA's key initiatives: the development of a County-wide By Name List.

In collaboration with the other members of the Community Impact department, the Data Asset Manager will support the RHA's evaluation strategy, analytics practice, community engagement, and reporting (including HMIS, Point In Time Count, and other data collection as deemed necessary by RHA leadership). The department is responsible for using data in ways that are innovative, strategic, and aligned to the RHA's core belief that those who have directly experienced homelessness are best suited to develop the solutions that will ultimately end homelessness. As an individual contributor, the Data Asset Manager will support this culture and practice of data-informed decision making at the RHA.

The Data Asset Manager will ultimately be accountable to the CEO and people experiencing homelessness and will be held to the processes that customers of the RHA's services, community groups, and frontline staff establish to ensure that accountability.

Accountabilities:

Data Systems Management (70%)

- Apply a racial equity lens to all areas of work, including methods, analysis, results interpretation and dissemination
- Serve as the Continuum of Care's HMIS Administrator and the RHA's Agency Lead
- Serve as internal and external expert on all work products and policies related to HMIS
- Lead the migration of HMIS from King County's Department of Community and Human Services to the RHA
- Manage contract, relationship, and workplan with the RHA's HMIS provider (currently Bitfocus)
- Ensure the RHA maintains compliance with HUD regulations and mandates in relation to HMIS and data collection

- Work closely with the RHA's HMIS provider to manage agency and individual HMIS access, including management of necessary data sharing agreements and MOUs
- Support Community Impact and other RHA staff in gathering and maintaining data in a systematic method using qualitative and quantitative methods
- Support the on-going growth and development of enterprise level technology solutions to collect, organize, and make meaning of the RHA's data collection efforts
- Support the development and management of new data collection strategies and tools to close knowledge gaps and increase the capacity of the RHA to have near real-time understanding of needs and housing or service availability in the county
- Support community partners and other RHA staff in the implementation of new data collection strategies

Department Strategy & Operations (15%)

- Support the development and design of data strategy to support the RHA in day-to-day operations and oversight of all homelessness related programs and initiatives
- Support the Community Impact Division in identifying, vetting, and implementing additional tools that help the RHA effectively and efficiently collect and process data
- Lead internal and external communication and collaboration related to the development, implementation, and improvement of current or new data systems
- 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 and programs team for system-design processes based on shared priorities, including meeting facilitation, presentation, conflict resolution and co-development processes
- Work with stakeholders to drive toward continuous quality improvement across the RHA's data assets
- 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 using or managing an HMIS
- 2+ years experience of database administration or data asset management
- 2+ years experience managing products or programs subject to federal, state or similar regulatory requirements
- 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 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
- Experience as an evaluator, analyst, or researcher on behalf of government agencies, academic institutions, or non profit organizations, a plus
- Experience designing and operating programs and conducting data-driven continuous improvement processes
- 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

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 RHA will provide reasonable accommodations for qualified individuals with disabilities.