



Director of Innovation and Technology

Location:

Lawrenceville, NJ (on-site)

Position Type/Classification:

Full-Time/Exempt

Reporting to:

Chief Strategy & Innovation Officer

Compensation:

\$70,000-85,000/year

Organization Overview

The mission of HomeFront is to end homelessness in Central New Jersey by harnessing the caring, resources, and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We give people skills and opportunities to ensure adequate incomes and to increase the availability of adequate affordable housing. We help families experiencing homelessness advocate for themselves individually and collectively.

Job Summary/Objective

The Director of Innovation and Technology manages HomeFront's Information Technology, Evaluation, and Innovation efforts, aligning HomeFront's IT systems and investments to support efficient and effective programmatic and administrative operations, while ensuring high-quality data collection and analysis to maintain HomeFront's leadership in data-driven decision-making and program and process enhancement. HomeFront's strategic plan emphasizes the importance of building the agency's technological and analytical capacity to maximize our impact and to deepen our understanding of what works. The Director partners with all programmatic and administrative departments at HomeFront, applying technological solutions to workflow bottlenecks, solving problems, and providing the operational and analytical tools to ensure progress toward agency goals.

Reporting to the Chief Strategy & Innovation Officer, this position will have three direct reports: two data and evaluation staff members and one IT technician. In partnership with this team and programmatic leaders, the Director will leverage and enhance HomeFront's IT systems to be able to translate data into meaningful and actionable information, quantify agency impact, and embrace a meaningful, transparent continuous quality improvement (CQI) system. This position is at the intersection of programmatic and administrative operations and will allow the successful candidate the opportunity to improve delivery of services by enhancing operational effectiveness.

Essential Job Functions and Responsibilities**Information Technology Management and Application**

- Manage all aspects of HomeFront's information technology systems, including hardware, software, IT support, telecommunications, third-party platforms, vendors, and integration across systems
- Working with colleagues across the organization, strategize technological workflow/process improvements to remove inefficiencies and obstacles to effective supports of guests/participants
- Lead on IT projects and initiatives, contributing to the continuous improvement of the IT infrastructure, including system upgrades, migrations, and implementations across departments

- Ensure HomeFront maintains a secure online presence, aligned with program requirements and cybersecurity protocols
- Recommend policy changes and trainings to proactively stay ahead of technological change and reduce risk

Data-Driven Culture/Continuous Quality Improvement (CQI):

- Sustain a transparent, agency-wide continuous quality improvement (CQI) system that utilizes evidence – internal and external metrics, research, client feedback and best practices – in decisions at all levels
- Leverage data collection and use as catalysts for transformative impact and continuous learning
- Encourage creativity to enhance programs and services
- Collaborate with stakeholders in the design and execution of analytics to help inform and improve programmatic and administrative operations and impact
- Develop and maintain collaborative relationships with HomeFront program managers and staff to challenge them constructively and in a way that meets them where they're at to use data effectively

Program Evaluation

- Engage and support HomeFront staff in social service program evaluation, including formalizing evaluation activities, establishing measures of success for all HomeFront programs in relationship to regional/national benchmarks
- Create programmatic, departmental, and organizational logic models and data evaluation plans to support meaningful program evaluation
- Formalize programmatic, departmental, and organizational theories of change, establish a system to measure success, and develop programmatic assessments that are as compelling and sophisticated as our client services

Data Collection, Quality, Analysis, and Evaluation of Measurement-based information

- Ensure the integrity and reliability of HomeFront's systems and databases to define and collect metrics of success for the agency and its major programs
- Create, maintain, and enforce written policies and procedures regarding data quality and systems usage throughout the agency
- Perform applied analysis of data, interpret results, and make recommendations based on findings
- Provide audience-appropriate, outcomes-based analysis on a regular basis to demonstrate impact of various programs
- Produce regular reports for a variety of internal and external stakeholders including executive leadership, Board of Trustees, program leaders, and funders

Staff Management

- Lead the Innovation and Technology team by setting and managing high standards of work, professionalism, and customer service
- Enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, and learn the strengths and weaknesses of the team to put people in a position to succeed
- Supervise and support three full-time employees and oversee operations and achievement of goals

Required Experience and Education

- Commitment to the core values of HomeFront and passion about our mission
- Bachelor's degree in relevant field
- Experience implementing data/analytics/quality improvements systems and designing, executing, and communicating advanced data analysis projects
- Experience managing complex databases and supporting teams in their utilization
- Experience in building teams and scaling up organizations
- Superior data analysis and visualization skills; advanced desktop computing experience necessary

Preferred Experience and Education

- Master's Degree in relevant field or equivalent experience
- Application of technology to solve workflow inefficiencies related to evaluation and data collection and analysis, including third-party applications, APIs, and training around these
- Experience in managing data systems for the social services field, particularly homelessness, and experience using HMIS, Apricot, and other related databases
- Ability to create compelling, useful data presentations and visualizations
- Demonstrated experience managing direct reports and developing effective internal and external partnerships
- Working understanding of current best practices in serving families facing economic and housing hardships and experience in evaluating programs in the field

Schedule

This is primarily an on-site, daytime role within standard business hours (9am-5pm), but flexible scheduling to include nights and weekends may be required based on programmatic and organizational needs.

Physical Demands

- This job operates in an office setting using standard office equipment such as computers, phones, calculators, copiers, fax machines, and file cabinets
- Ability to sit, stand, walk, climb steps, bend and lift files

Travel:

Minimal travel to meetings may be required

Remote Work Eligibility

- Eligible to Work Remotely in emergency conditions (e.g. inclement weather)
- May be eligible for occasional remote work after 6 months

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities and activities may be added or changed at any time.

Disclaimer

This position description neither constitutes a contract of employment nor is designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the

employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Company may exercise its employment-at-will rights at any time.

HomeFront, Inc. is an equal opportunity employer. We welcome employees and prospective employees without regard to race, religion, national origin, gender, age, disability, marital status, gender identity or expression, sexual orientation or veteran status.