



## Director of Innovation and Evaluation

Reports to: Chief Operating Officer

Exempt/Full-time

### **Summary/Objective**

HomeFront's mission 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 work to give our clients the skills and opportunities to ensure adequate incomes, and we work to increase the availability of adequate, affordable housing. We help homeless families advocate for themselves individually and collectively.

The Director of Innovation and Evaluation is a key leadership position at HomeFront responsible for leading efforts to collect, maintain and utilize high-quality data, translate data into meaningful and actionable information, quantify agency impact, and embrace a meaningful, transparent performance and quality improvement (PQI) system. The Director is a partner with all leaders at HomeFront helping to align work and strategy, to solve problems, and to provide the tools, both systems and performance analytics, to ensure progress toward agency goals.

### **Skills and Attributes**

The Director of Innovation and Evaluation must possess the following skills and attributes: ability to provide leadership and vision for the agency; ability to provide actionable information to leaders across the organization to support ongoing performance improvement; ability to lead and manage data collection, storage, analysis, and planning across all facilities; ability to ensure the privacy and security of user information systems; ability to advance staff productivity with technology support; and superior desktop computing skills.

### **Competencies**

1. Strategic vision
2. Critical thinking
3. Excellent problem solving ability
4. Superior analytical skills
5. Strong organizational skills
6. Technical capacity
7. Communication excellence, both oral and written
8. Team orientation
9. Customer/client focus
10. Time management

## **Essential Job Functions**

### **Data-Driven Culture/Performance and Quality Improvement (PQI):**

- Develop a culture that utilizes evidence – internal and external metrics, research, client feedback and best practices – in all decisions at all levels;
- Take a strategic view by looking broadly, thinking long-term, and encouraging team creativity to enhance programs and services;
- Collaborate with stakeholders in the design and execution of analytics to help drive the agency;
- Develop and maintain collaborative relationships with HomeFront program managers and staff to support and challenge them as the agency embraces data and analytics;
- Establish and embrace a transparent, agency-wide performance and quality improvement (PQI) system;
- Create and administer a PQI plan compliant with Council on Accreditation (COA) standards;
- Ensure that PQI cycles are complete and that quality improvement efforts identified are prioritized and completed;
- Lead a PQI Committee of participants agency wide, including internal and external stakeholders; and

### **Program Evaluation**

- Lead HomeFront’s efforts to become a gold standard in program evaluation;
- Serve as the Project Manager and day-to-day leader for a new, two-year Family Self-Sufficiency Demonstration Development (FSSDD) grant from the U.S. Health and Human Services Administration for Children and Families Office of Planning, Research, and Evaluation with the goal of building strong evaluations that identify approaches that more efficiently and effectively serve families and children with low incomes;
- Partner with a designated FSSDD technical assistance provider to formalize our theory of change, establish a system to measure success, and develop programmatic assessments that are as compelling and sophisticated as our client services;
- Engage and support HomeFront staff in our effort to formalize and improve our program evaluation activities;

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

- Ensure the integrity and reliability of HomeFront’s systems 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 outcomes based analysis on a regular basis to demonstrate impact of various programs;
- Define and deliver analytical solutions in support of HomeFront’s annual and strategic plan;

### **Staff Management**

- Lead the Evaluation and Innovation team by setting and managing high standards of work, professionalism, and customer service;
- Supervise the Evaluation and Innovation employees and contractors and oversee operations and achievement of goals

and other duties as assigned.

### **Qualifications**

- Bachelor's degree required; Master's Degree or equivalent experience strongly preferred
- Prior experience implementing data/analytics/quality improvements systems and designing, executing, and communicating advanced data analysis projects, with a preference for experience in the social services field
- Superior data analysis and visualization skills; advanced desktop computing experience necessary

### **Physical Demands and Work Environment**

- Ability to lift up to 25lbs
- Ability to kneel, stoop, bend, stand and sit for long periods of time
- Close vision, distance vision, depth perception and ability to adjust focus
- Exposed to weather conditions prevalent at the time

To apply, please submit your cover letter, application and resume to HomeFront's Human Resources Department by e-mail at [HomeFrontRecruiting@homefrontnj.org](mailto:HomeFrontRecruiting@homefrontnj.org) . The HomeFront employment application can be found at <https://www.homefrontnj.org/jobs/> .