



Director of Innovation and Evaluation

Location:

Lawrenceville, NJ

Position Type/Classification:

Full-Time / Exempt

Reporting To:

Chief Executive Officer

Compensation/Salary Range:

\$80,000-\$90,000/year

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. HomeFront's current strategic plan emphasizes the importance of building the agency's capacity to maximize our impact. Doing so is crucial for ensuring accountability, transparency, and the meaningful fulfillment of our mission. Regular evaluation allows for strategic refinement, optimizing resources for maximum positive change. By prioritizing impact, HomeFront is investing in the organization's ability to create lasting, positive outcomes and contribute meaningfully to our community. The Director of Innovation and Evaluation will lead this charge.

Essential Job Functions and Responsibilities

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

- Develop and champion a culture that utilizes evidence – internal and external metrics, research, client feedback and best practices – in all decisions at all levels;
- Leverage data collection and use as catalysts for transformative impact and continuous learning;
- 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;

Program Evaluation

- Lead HomeFront's efforts to become a gold standard in social service program evaluation, articulate a theory of change, and establish the measures of success for all HomeFront programs;
- Serve as the Project Manager and day-to-day leader for a multi-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;
- Create logic models and data evaluation plans to support meaningful program evaluation;
- 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 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 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 Evaluation and Innovation team by setting and managing high standards of work, professionalism, and customer service;
- Supervise the two full-time Evaluation and Innovation employees and contractors and oversee operations and achievement of goals

and other duties as assigned.

Competencies:

- Demonstrated ability to think strategically and critically, utilizing keen analytic and problem-solving skills
- Strong leadership skills with experience in building teams and scaling up organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team to put people in a position to succeed
- Skilled and experienced in organizational development, budget and resource development, and strategic planning
- Flexible and able to multitask; can work within a fast-moving environment while also driving toward clarity and solutions

- Demonstrated resourcefulness and creativity in setting priorities, anticipating needs, and guiding investment in people and systems
- Ability to diagnose and solve business problems expeditiously and proactively, facilitated by a solid grasp of data analysis and performance metrics
- Strong verbal and written communications skills including the ability to communicate in an ethical and sensitive manner, clearly express goals and objectives, and establish mechanisms to encourage the constant exchange of ideas and information up, down, and across the organization
- Emotional intelligence, integrity, credibility, humility, and a commitment to service

Required Education and Experience:

- Deep belief in the core values of HomeFront and passion about our mission
- Bachelor's degree
- Prior experience implementing data/analytics/quality improvements systems and designing, executing, and communicating advanced data analysis projects
- Prior experiencing managing complex databases and supporting teams in their utilization
- Superior data analysis and visualization skills; advanced desktop computing experience necessary

Preferred Education and Experience:

- Master's Degree in relevant field or equivalent experience
- 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

Compensation

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a growing, highly respected organization. We are seeking an individual of outstanding quality with a respected track record. The compensation range for this position will be \$80,000-\$90,000 commensurate with experience and expertise. HomeFront offers all employees a competitive benefits package that includes health, dental, 401(k), and vacation benefits.

Physical Demands:

Prolonged periods sitting at a desk and working on a computer. Requires eye-hand coordination and manual dexterity to operate office equipment such as computer, keyboard, copier, scanner, and telephone. May be exposed to weather conditions prevalent at the time while traveling.

Travel:

Frequent local travel to variety of HomeFront sites across Mercer County during normal work hours can be expected for the position. Occasional overnight travel expected.

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.

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