



Calgary Homeless
FOUNDATION



Together,
we will end
homelessness in
Calgary

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OPPORTUNITY PROFILE

DIRECTOR, DATA AND ANALYTICS
(HOMELESSNESS)

Calgary Homeless Foundation (CHF) is a registered charity that exists to end homelessness in our city. Through Systems Level Leadership and mobilization of collective impact, CHF is a catalyst of transformation for Systems and Service Agencies to optimize client success. CHF focuses on four spheres of influence: Research and Data, Community Mobilization, Funder of Outcomes and Impact, and Public and Political Will. CHF addresses gaps and identifies best practices to enhance the homeless serving system of care continually. CHF is committed to moving forward in partnership with the many homeless-serving agencies, the private sector, government partners, the faith community, other foundations, and all Calgarians to end homelessness in Calgary.

For more information: www.calgaryhomeless.com

CALGARY HOMELESS FOUNDATION'S CORE VALUES

- **Catalytic Leadership:** We strive to find solutions with an intentionally innovative and creative mindset
- **Courageous Collaborators:** We seek out and leverage the positive power of collective wisdom
- **Evidence Inspired:** We are critical thinkers and embrace evidence to influence progress
- **Vision Dedicated:** We act with an inevitable belief that homelessness will be ended.

THE OPPORTUNITY

CHF drives innovation as a thought leader by utilizing credible data and research within Calgary's Homeless-Serving System of Care (HSSC).

The Director of Data & Analytics (Homelessness) is a newly created position that is accountable to create, implement, and performance manage a data strategy and an aligned applied research strategy that will leverage the dynamic data set from the Calgary Homeless Serving System of Care (CHSSC) to inform solutions-driven decision making, in a timely manner. The Director will lead CHF's business intelligence, data quality, and predictive analytics work on ending homelessness in Calgary and will enhance, grow and sustain CHF's capacity and credibility to manage complex data sets from multiple stakeholders including, but not limited to, CHSSC and primary public systems of care such as Health, Justice and Children's Services.

The Director will lead and drive internal transformational change towards a culture of data maturity that blends agile analytics and agile project management. Externally, the Director will create positive and productive relationships with multiple stakeholders who intersect

within a community-based data collection system, in order to positively influence homelessness data standardization practices at the local community, provincial and federal levels.

Reporting to the Vice President, Homeless Serving System of Care, the Director of Data & Analytics (Homelessness) has two direct reports (Management level) and is responsible for oversight of a full team of eight.



CHF STAFF

CHF staff are action-oriented individuals who are catalytic leaders, courageous collaborators, evidence inspired, and vision dedicated. They choose to bring their professional expertise and personal talents to the non-profit sector, to add value to the full community. They work cooperatively with others in a strong team environment; demonstrate flexibility in organizing and undertaking work; show a high degree of initiative, discernment, and resourcefulness; exhibit excellent communication and relational skills; demonstrate thoughtfulness and intelligence in decision making and are focused on advancing CHF's mission.

KEY RESULT AREAS

Data & Analytics Related Functions

- In close collaboration with the Director Technology, ensure that CHF's data and research Strategy aligns with CHF's technology strategy
- Lead the development and implementation of Calgary's Homeless Serving System of Care Data Quality, Data Governance, Operational Reporting (Business Intelligence) & Predictive Analytics initiatives
- Implement best practices to build, implement and performance manage a data-driven culture that is agile and responsive
- Implement an iterative development approach that provides frequent and meaningful delivery of high-value, production-quality, working reports to the user community
- Plan and support the implementation of a data reporting platform and process, that optimizes technology (automation), is consistent, reliable, efficient, effective, cost-sustainable and that produces meaningful reporting

Deliver Innovative Solutions

- In close collaboration with the Director Technology, provide expertise and thought leadership in defining user requirements for the implementation of machine learning, artificial

intelligence, and advanced visualization tools which align with the business needs for today and the future

- Establish a strategy of data and analytics as a service, and implement predictive analytics for CHSSC

Stakeholder & Relationship Management

- Partner with internal colleagues and external stakeholders to build awareness and maximize the value and impact of the function

Applied Research

- Advance mission and CHSSC deliverables, through leadership of an applied research strategy that intentionally creates, grows, sustains and leverages external partnerships with experts including, but not limited to, independent researchers, research institutions, universities, or other sources of research excellence that have capacity to meet outcomes

THE PERSON

- Bachelor's Degree or equivalent with a focus in Decision Sciences, Statistics, Finance, Mathematics or Economics. Master's degree would be considered an asset
- Minimum of eight years of leadership experience, and/or progressive role accountabilities, in leading business analysis, project and program delivery, solution design, business analytics & reporting, data architecture, and inquiry capabilities
- Expert level understanding of best practices for master data management and data quality
- Expert level understanding of data governance, data quality, and intelligence combined with a diverse skill set in qualitative and quantitative techniques to drive data analytics and to lead data analysis.
- Demonstrated ability to implement and guide agile analytics and agile project management (APM)
- Demonstrated analytical skills and knowledge to design and implement statistical models in major statistical analysis software packages

- Proficiency with business intelligence software solutions
- Experience working with large volumes of different sets of data along with extract/transfer/load (ETL), data cleansing and standardization best practices and data warehousing
- Strong knowledge of quantitative analyses such as predictive modeling, regression analysis, customer profiling and segmentation, financial modeling and other types of analysis
- Highly motivated self-starter, driven for results, effective at prioritizing and managing complex tasks
- Demonstrated ability to think strategically and develop creative, analytical solutions, and to understand and discuss complex technical concepts
- Ability to query databases to analyze data sets, and demonstrated ability to translate data into meaningful business analytics
- Proven ability to establish successful partnerships across business and technology
- Proven ability to lead and manage multiple stakeholders
- Entrepreneurial attitude with the ability to thrive in a fast-paced environment
- Strong leadership skills and people skills
- Experience in the non-profit sector is an asset



COMPETENCIES AND PERSONAL CHARACTERISTICS

Culturally Congruent: A passion for, belief in and communication of CHF's vision, mission and values. Will promote a transparent, ambitious, goal and achievement-oriented culture. Demonstrates a strong service ethic and customer service approach.

Building Effective Teams: Creates strong morale and spirit in the team; shares wins and successes; fosters open dialogue; delegates appropriately to the team; defines success in terms of the whole team; creates a feeling of belonging in the team.

Collaborative and Collegial: Works well with others, whether at the most senior levels, with direct reports or with others across the organization. Understands how to work with the community collaboratively.

Communication: Exceptional communication skills, including verbal, written, listening and presentation skills.

Analytical: Able to quickly assess situations, build appropriate plans and execute those plans flawlessly. Willing to work at all levels - from broad strategy to execution detail.

Strategic Perspective: Adopts a long-term view of CHF's strengths and weaknesses and sees the whole picture in complex situations.

Financial & Business Acumen: Can apply the principles of finance, accounting, and business management within a not-for-profit environment and recognize opportunities and identify risks. Has a deep understanding of financial principles. Can apply the principles of finance and business management to recognize opportunities and identify risks.

Results Oriented: Sets high standards of performance including setting goals and priorities that maximize available resources to deliver results aligned with CHF direction's, objectives, and public expectations. Will monitor progress and make necessary adjustments on an ongoing basis.

Project Management Skills: Proven strong project management skills with the ability to multi-task and set priorities within tight timelines.

People Development: Demonstrates commitment to promote and foster the long-term success and employee growth, including identifying developmental opportunities and providing coaching and follow through to achieve goals.

Enhancing Organizational Image: Focus on building and protecting the image, reputation and long term interests of CHF, including promoting CHF's reputation as a leader in ending homelessness.

Resource Management: Can identify, obtain and effectively allocate resources required to achieve CHF goals and applies appropriate resources to problems and opportunities.

Credibility: Demonstrates ability to build organizational trust with their professionalism, expertise and ability to create solutions and deliver desired outcomes.

Honesty & Integrity: Demonstrates the highest level of honesty and integrity in all dealings with internal and external stakeholders.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

FOR INFORMATION: PLEASE CONTACT

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