



Position:	Data Impact Analyst
Reports to:	Finance & Operations Director
Hours:	Full-Time, 40 hours a week
Classification:	Salary, Full-Time, exempt
Salary Range:	\$57,500-65,000
Role:	Primarily on-site

COVID-19: PorchLight (formerly CFH) follows the most current health and safety guidelines provided by King County Public Health and the CDC.

ABOUT PORCHLIGHT (FORMERLY CFH)

PorchLight (formerly CFH) is a 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with partnerships and support from King County's Eastside community, PorchLight (formerly CFH) serves more than 1,700 people each year with street outreach, day center services, shelters, permanent subsidized housing, case management, and other life-saving supportive services—including three meals a day, 365 days a year. PorchLight (formerly CFH) is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission.

This is a very exciting time for PORCHLIGHT as the organization engages the wider community in new and impactful ways to foster hope, dignity and the building blocks that provide stability to people in need on our streets. For decades, we have quietly worked in our community, providing outreach, shelter, permanent housing, services & community.

OVERVIEW OF POSITION

The Data Impact Analyst will be responsible for gathering, maintaining quality control of, analyzing, interpreting, and sharing data pertaining to PORCHLIGHT programs and services in ways that aid in effective reporting and decision-making, with an eye for how we show impact through data analysis. The Data Impact Analyst will develop and prepare reports to inform evaluations of program needs and success. This role suits people who enjoy working with numbers and data sets, have an aptitude for computer systems and software, and have strong analytical abilities. Including developing models and collecting data to evaluate the impact of initiatives and programs and provide written and oral reports to leadership. Strong problem-solving, time, and project management skills also are required to be successful in this role. Finally, an exceptional ability to communicate impact is a must.



KEY RESPONSIBILITIES

Database Administration

- Manage and support all aspects of maintaining master data sets, including software maintenance, security, confidentiality, record creation & updates.
- Participate in the analysis, development, and implementation of PORCHLIGHT's database.
- Identifying and gathering up-to-date and accurate impact data by building and maintaining effective relationships with colleagues and other data sources.
- Ensure the database and database applications are functioning as needed and designed.
- Mentor and train users of the system.
- Provide day-to-day technical support for databases and database applications.
- Proactively monitor database performance and elevate the current tracking and reporting function, using all available resources.
- Gather, translate, and process technical requirements related to system process/system enhancements.
- Become an expert using PORCHLIGHT's data platforms.

Data Management and Analysis

- Develop, implement, and improve systems for the collection, extraction, compilation, and analysis of qualitative and quantitative data from participants and programs.
- Analysis and interpretation of data to produce and present information, reports and presentations that demonstrate the company's impact on community, housing, client services, and agency.
- Develop expertise in HUD's Homeless Management Information System (HMIS), Apricot and agency data fields, project setups, and local funding sources as it relates to data collection requirements.
- Develop and implement systems that provide quality assurance of data. Work with program staff to ensure timely and accurate data submission.
- Assist in program enrollments and intakes as needed to support program functions.
- Set up, train, and adhere to systems that keep data confidential and private according to the relevant and variety of privacy guidelines.
- Reconcile data between a diverse set of tools to assure accuracy and drive data flow improvements.



- Use data analysis and conclusions to identify significant factors affecting program performance and develop actionable ideas for program optimization.
- Create high-quality data dashboards, presentations, materials, and other reports for targeted audiences that inform, support, and improve the delivery of housing and services.
- Design complex databases, tables, stored procedures, views, triggers, and other database objects.

Reporting

- Work with program and service teams to define metrics and build reports to assist outcomes reporting and provide insights to agency leadership.
- Support monthly, quarterly, and annual reports based on clients, service units, outcomes, and demographics by Program (EMS, RS, Hotel, Subsidized Housing, On & Up Housing, Behavioral Health, Outreach, Navigation).
- Assist the Finance Director with submitting the required reports associated with receipt of funds, including monthly housing invoices.
- Preparing final analysis reports for the stakeholders to understand the data-analysis steps, enabling them to make crucial decisions based on various facts and trends.
- Assist with various contracts, statements of work with requirements, and establish procedures to have a check and balance.
- Other duties as assigned.

EXPERIENCE

- The successful candidate will have a bachelor's degree in a related field plus 3 years and/or an equivalent combination of education and experience.
- Experience in the nonprofit sector and an understanding of homelessness issues that are impacting the community.
- Experience with creating data visualizations that are both easily digestible and user-friendly.
- Experience with Apricot and HMIS is a plus, as is MS Office.
- Experience in homelessness and housing issues and programs a plus, including working with people who are living unsheltered, some of whom are living with mental illness and other disabilities. Lived experience is also considered.
- Sensitive to and able to communicate and work effectively with individuals from diverse economic circumstances, cultural and ethnic backgrounds, physical and mental abilities, and sexual orientations.
- Experience with ensuring appropriate safeguarding and handling of confidential and proprietary information.



KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrated leadership, initiative, analytical skills, and sound business acumen, including the ability to understand and analyze recommendations.
- Demonstrated passion for using data to address social issues.
- Strong analytical capabilities, including mathematical calculations and the ability to break down complex ideas.
- Leverage internal as well as external data sources to support planning and strategy execution in various stakeholders across the business – this includes tight collaboration with leadership.
- Data management, analysis, and reporting to improve and optimize programs by delivering reports to the leadership team.
- Support various stakeholders for Quarterly Business Reviews and Monthly Business Updates through the preparation of data, reporting, and insights.
- Demonstrated initiative and creativity in problem-solving and system development.
- Desire to maintain high quality standards.
- Strong computer skills with proficiency in core Microsoft Office products – including using word processors, analyzing Excel spreadsheets, and writing SQL queries.
- Strong collaboration skills with the ability to function as a member of a team, leading within the scope of the position and contributing whenever possible.
- Subscribe to the philosophy of cooperation and continuity across programs and of consideration and respect for clients.
- Excellent oral and written communication skills.
- Ability to organize and coordinate work efficiently; prioritize workload; work under pressure with tight timelines and changing priorities.
- Ability to work independently with a minimum of supervision, and act on own initiative, within agency procedural guidelines.

CERTIFICATES, LICENSES & REGISTRATIONS

- Preferred Certified Analytics Professional (CAP) certification.

PHYSICAL REQUIREMENTS

- Physical ability to sit, walk, and/or stand for prolonged periods of time.
- Ability to stand, stoop, bend, grasp, and/or hold work located at the office or other locations as needed.
- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to access and navigate each department at the agency's facilities.



PorchLight does not discriminate on the basis of race, religion, color, age, genetic information, sensory, mental or physical handicap, national origin, gender, sexual orientation, gender identity, gender expression, marital status, familial status, parental status, citizenship status, pregnancy, veteran status, political ideology or any other basis protected by applicable law.

PorchLight serves people from diverse cultures, races, gender identity, sexual orientation, and ages. We value diversity and intentionally work to recruit, hire, and retain staff who reflect the diverse client population we are serving. PorchLight is an equal opportunity/affirmative action employer.

SUBMISSION

To apply, please submit resume to
careers@porchlightcares.org