District of Nipissing
Social Services
Administration Board

Conseil d'administration
des services sociaux
du district de Nipissing

JOB DESCRIPTION

JOB TITLE	Homelessness System Analyst
DEPARTMENT / PROGRAM AREA	Housing Programs
REPORTING TO	Homelessness Program Coordinator
EFFECTIVE DATE	October 2022
SALARY	Band 6

JOB SUMMARY

Under the supervision of the Homelessness Program Coordinator, the position is responsible for providing financial and business support for the successful delivery of Coordinated Access Nipissing (CAN) and homelessness prevention programs. This includes data collection, data analysis, process analysis, and coordination with community partners.

The position is also responsible for conducting homelessness-related analysis and modelling and providing recommendations to support decision-making processes related to program opportunities, including partnership creation and development and access to innovative funding opportunities.

The position will be creative and adaptable, working with internal and external stakeholders to develop, maintain and support Coordinated Access Nipissing. This position will also require strong attention to detail and an excellent working knowledge of a variety of computer programs and software.

The position operates in compliance with legislation, policy, procedures and standards set by the Province, the Federal Government and DNSSAB. Furthermore, this position will support and assist with the development of mechanisms that further promote service system integration.

JOB DUTIES AND RESPONSIBILITIES

– Assists with all homelessness program reporting requirements including Provincial monitoring and reporting for the By Name List (BNL) and Federal monitoring and reporting for Coordinated Access Nipissing (CAN) and Reaching Home.
– Collect, clean, organize/manipulate, analyze, and report on data from various primary and secondary data sources, and administrative databases.

- Conduct statistical analysis on diverse datasets across the housing department and programs.
- Serves as a support to diverse internal and external stakeholders with data application, training on how to use the reporting tools by providing timely responses and creating consistent templates and effective user guides for all of Coordinated Access Nipissing's processes as required.
- Trains and supports internal and external stakeholders with implementation of software and collection of required data and statistics.
- Assists with the development and implementation of the DNSSAB's quality assurance components.
- Develops and implements processes for recording, updating, automating, and reporting data, monitoring outcomes and evaluating effectiveness of Coordinated Access Nipissing to ensure service system outcomes.
- Supports the development and implementation of software applications and serves as an end user of the software projects, plans and evaluation.
- Coordinates the collection and storing of data and reports from internal and external end users.
- Prepares documents, designs reports and interactive dashboards, and maintains reporting standards using various software programs such as Excel, SPSS, Crystal Reports, Tableau, HIFIS and other software as required.
- Designs and implements recording systems, ensuring consistency with reporting requirements and data integrity.
- Develops, collects and analyses BNL and CAN data and ensures retention of key historical data.
- Participates and assists with the planning of special projects related to housing and homelessness including homeless counts.
- Acts as a liaison with community partners, stakeholders, and other DNSSAB departments in support of various CAN-related projects, planning and data collection.
- Actively participates with the CAN Team, CAN Executive and the Nipissing District Housing and Homelessness Partnership (Community Advisory Board) and provides reports and data as requested.
- Assists in the development and ongoing monitoring of housing and homelessness planning documents.
- Participates on community planning tables and project steering groups by making presentations and providing written reports as required.
- Brings any concerns affecting programs or data quality to the Supervisor's attention, and makes recommendations for suitable remedies.
- Provide reports to the DNSSAB Management Team as needed.
- Uses data analysis to recommend and assist in the development and design of new homelessness processes and programs.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Successful completion of a three (3) year College diploma or University Degree in Social Services, Business Administration or related field, with focus on data collection and analysis and/or analytical research focus;

- Over two (2) years' experience in social services, and/or homelessness program administration, including planning and development;
- Demonstrated proficiency in statistics and/or data science;
- Able to perform quantitative and qualitative statistical analysis on various types of data;
- Advanced computer skills in desktop applications and data analysis software including, but not limited to, Microsoft Office Suite, Excel, SPSS, Crystal Reports, Tableau and HIFIS;
- Familiarization with relational databases and accessing the databases to produce meaningful analysis and insights in the underlying data structure;
- Experience in homelessness advocacy and community development would be considered an asset;
- Ability to establish processes that ensure data quality and integrity;
- Knowledge of applicable legislation, standards and theories of homelessness and housing;
- Detail oriented with keen observation skills;
- Excellent communication, interpersonal, technological, analytical, and presentation and facilitation skills required;
- Ability to work in a stressful, fast-paced and constantly changing environment;
- Demonstrate a high level of attention to detail, accuracy and precision in work processes;
- Ability to be flexible in order to adapt to changing work requirements;
- Excellent time management skills and the ability to work independently;
- Demonstrate respect of the confidentiality of privileged and sensitive information and/or data;
- Comfortable working in non-standardized work environments and outside regular business hours;
- Ability to travel throughout the Nipissing District and neighbouring districts for work related purposes;
- A valid Ontario Driver's License and a vehicle available for use on the job;
- Ability to communicate in both official languages is considered to be an asset.