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Calgary Homeless
FOUNDATION

**Guiding the fight
against homelessness.**



Calgary Homeless
FOUNDATION

OPPORTUNITY PROFILE

Director, Data and Analytics (Homelessness)



About Calgary Homeless Foundation

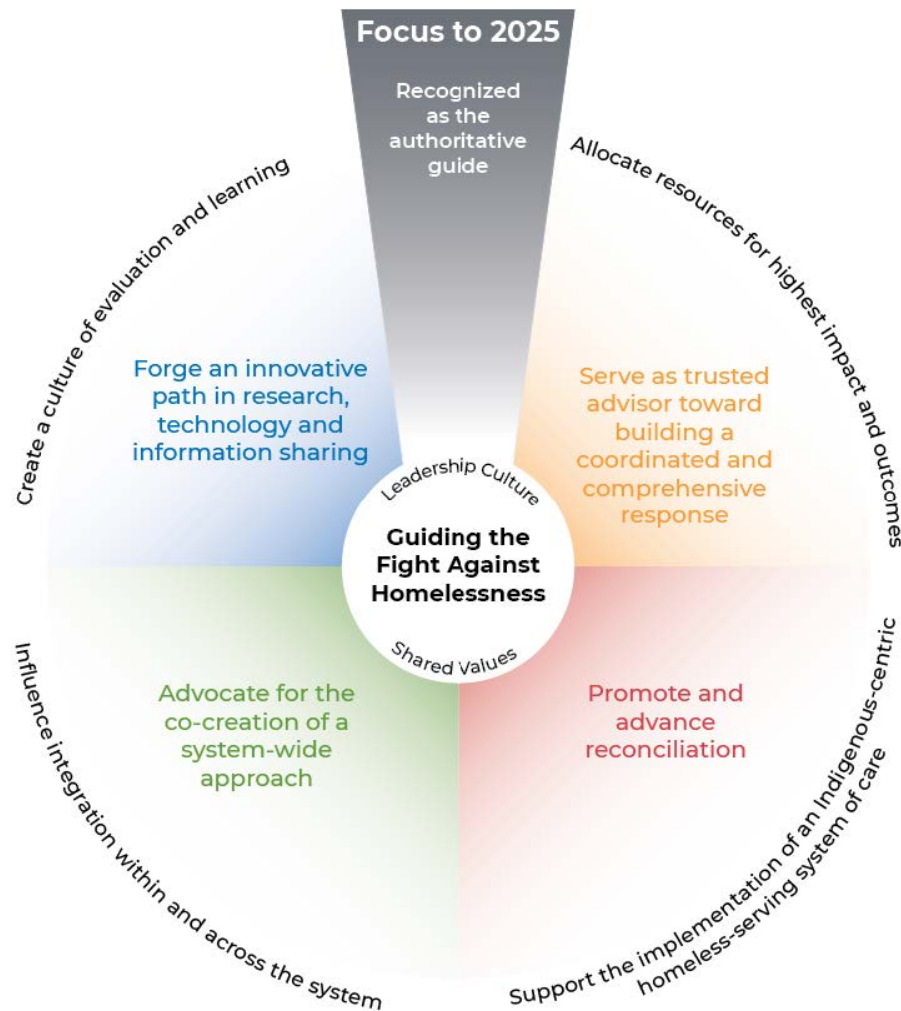
www.calgaryhomeless.com

Calgary Homeless Foundation commits to guide the fight against homelessness. We are uniquely positioned within the system of care to observe the many complicating factors that affect those faced with or experiencing homelessness. Our broad line of sight gives us a deep understanding of the cause-and-effect dynamics of homelessness. This insight, delivered as an arm's length advisor, enables us to inspire governments, service providers and our community to undertake a shared responsibility to maximize our collective impact in the fight against homelessness.

Our strategy emanates from **Purpose**, the heartbeat of Calgary Homeless Foundation. It sits at the centre of all that we do, enabled by our leadership culture and shared values. Our **Ambition** is to be recognized as the authoritative guide in conducting a unified fight against homelessness.

Strategy is the vehicle by which an organization achieves its long-term ambition. A well designed strategy tells the organization where its people should concentrate their efforts, aligns resources and energies, and facilitates change toward an agreed end. Good strategy demands clear focus.

Through to 2025, we have identified four **Areas of Focus** around which we will concentrate our efforts to create breakthrough. This is represented by the graphic below and explained further in the pages that follow.



Calgary Homeless Foundation's Core Values

Courageous Collaborators

We seek out and leverage the positive power of collective wisdom

Leadership

We strive to find solutions with an innovative and creative mindset

Evidence Inspired

We are critical thinkers and embrace evidence to influence progress

Vision Dedicated

We envision the day when homelessness is rare, brief and non-recurring—perhaps an episode in someone's life, but never a condition that defines it



The Opportunity: Director, Data and Analytics (Homelessness)

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

The Director, Data & Analytics (Homelessness) 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, application support, 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, Data and 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 leaders, courageous collaborators, evidence inspired, and vision dedicated. They choose to bring their professional expertise and personal talents to the non-profit sector, adding value to the community.



They work cooperatively with others in a strong team environment and demonstrate flexibility in organizing and undertaking work. They show a high degree of initiative, discernment and resourcefulness, exhibit excellent communication and relational skills, and demonstrate thoughtfulness and intelligence in decision-making. Most importantly, they are focused on creating positive outcomes for people experiencing homelessness.

Accountabilities and Deliverables

Data and Analytics Related Functions

- Develop and implement a Data strategy that ensures accurate data capture, data integration, data quality and timely reporting.
- 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) and 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.
- Lead the Analytics and HMIS Application Support functions to ensure optimal and accurate data collection practices across the CHSSC community.



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, 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 and 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

The successful candidate will have:

- Bachelor's Degree or equivalent with a focus in Data Sciences, Statistics, Finance, Mathematics or Economics. Master's degree would be 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 and reporting, data architecture, and inquiry capabilities.
- Expert level understanding of best practice for master data management and data quality.
- Expert level understanding of data governance, data quality, and business 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 & Personal Characteristics

Culturally Congruent: A passion for, belief in and communication of the CHF purpose, ambition, 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 win and successes; fosters open dialogue; delegates appropriately to 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 in a collaborative manner.

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 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 against the CHF direction, objectives, and public expectations. Will monitor progress and make adjustments as necessary 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: Demonstrated commitment to promote and foster the long-term success and growth of employees, 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 the CHF including promoting the 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: Demonstrated ability to build organizational trust in their professionalism, expertise and ability to create solutions and deliver desired outcomes.

Honesty & Integrity: Demonstrates the highest levels 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.

Express Your Enthusiasm

If you are a talented, energetic leader up for a challenge, and the thought of joining the team at the Calgary Homeless Foundation excites you, then we want to hear from you.

Please email a convincing cover letter and tailored resume (PDF or Word document only) to **Allan Nelson** at calgary@leadersinternational.com indicating the job title in the subject line of the email.

Leaders International Executive Search

www.leadersinternational.com