

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HOUSING SERVICES DIVISION - HOMELESSNESS POLICY & PROGRAMS – LOCATION – 350 KING ST. E.)

PERFORMANCE REPORTING & EVALUATION SPECIALIST

SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Homelessness Management Information Systems the Performance Reporting & Evaluation Specialist is responsible for leading, developing and coordinating sector surveillance, performance monitoring and evaluation activities within the Housing Services division and across the homelessness serving sector. The Performance Reporting & Evaluation Specialist makes recommendations to internal and external organizational leadership regarding data collection and reporting, evaluation and research methods, process and program changes/improvements.

GENERAL DUTIES

Lead, coordinate, implement, and analyze research/evaluation, performance measurement, and sector surveillance activities to ensure departmental/corporate/funder/sector needs are met.

Develop, propose, and analyze homelessness related indicators. Identify where data gaps exist and propose solutions.

Monitor community events and trends by locating and assembling data. Analyze data to extract insights; generate actionable intelligence through reports, presentations, and data visualization.

Oversee and lead the administration, quality, and interpretation of the City of Hamilton's real-time By-Name List and By-Name Priority Lists within each homelessness sector (men, women, youth, families).

Consult with departmental and/or corporate management and staff in developing program evaluations by providing methodological and/or statistical expertise and advice.

Prepare information to be used for policy and program development, reporting to Council, provincial and federal funders; provide information in response to media inquiries.

Develop evaluation tools, data collection processes (e.g. surveys, interview guides, forms) and provide training/guidance to departmental and corporate staff to support evaluation activities, performance monitoring/measurement, and sector surveillance.

Assist with the development and maintenance of systems to monitor trends and performance. Provide recommendations to address inconsistencies and improve programs and processes.

Lead the development and modification of reports for end users based on operational needs, requests, and reporting requirements.

Make recommendations to management and sector leadership for improvements to service delivery, including any required process and/or workflow changes, and any potential changes to resources and skill requirements.

Assist with strategies for measuring and communicating performance of programs and services to form recommendations about service delivery and/or organizational changes.

Develop appropriate methods to ensure outcome alignment, dissemination and uptake of findings and recommendations.

Assist with the development and maintenance of data management systems. Provide recommendations to support data reporting standards including onboarding sector service providers, data entry workflow and processes, policy alignment; identify inconsistencies and improve processes.

Prepare verbal and written reports with actionable recommendations to provide evidence for decision making.

Initiate and mobilize linkages with key external stakeholders and community partners to develop relationships that would increase access to information/resources.

Participate in the HIFIS Users Working Group and other HIFIS or funder related National or Provincial workgroups. Identify and share enhancements, issues, and provide input on behalf of the Housing Services Division and/or Hamilton's homeless serving sector.

Participate in HIFIS or HMIS related information sessions and trainings; consider and communicate impacts and opportunities to leverage new or modified software functionality.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Demonstrated level of expertise related to the duties described above, normally acquired through a post-secondary degree or diploma in the social or health sciences, information systems, information technology and/or data science with an emphasis on research and evaluation approaches and methodologies and data analysis, or equivalent combination of education and experience.
2. Knowledge and extensive experience with qualitative and quantitative research/program evaluation methods.
3. Demonstrated experience in developing strategies for measuring performance of programs and services or system surveillance to form recommendations about service delivery and/or organizational changes.
4. Knowledge of advanced statistical analysis software including SPSS and qualitative research software such as SPSS/STATA/SAS, NVivo, MS Excel, GIS, BI. Demonstrated experience with related software programs and relational databases such as SQL Queries, Crystal/SAS Reports, MS Access, SFTP.
5. Extensive knowledge and experience in survey and data collection design and analysis including the development and analysis of on-line surveys.
6. Extensive knowledge and experience working with large datasets such as HIFIS (Homeless Individuals and Families Information System).
7. Data extraction and management experience.
8. Demonstrated experience with creating, linking, and inputting data into datasets for the purposes of analysis, report writing and presentations.
9. Ability to identify and communicate issues pertaining to program planning and improvements to management and staff.
10. Strong facilitation, negotiation and public relations skills to work with and support multidisciplinary staff.

11. Excellent written and verbal communication skills including the ability to communicate and present complex information into an easily understood manner.
12. Excellent problem solving and decision-making skills.
13. Demonstrated ability to work independently and as part of a team.
14. Well developed project and time management skills and the demonstrated ability to juggle multiple projects simultaneously.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
