

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2023-151

POSITION TITLE: Manager of Data Strategy, Integration and Reporting	
DEPARTMENT: Employment Services	STATUS: Regular Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATES: n/a
REPORT TO: Vice President, Employment and Training	HOURLY RATE: Commensurate with experience
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Accountable to the Vice President, the Data Strategy, Integration, and Reporting Manager will coordinate and manage organization-wide evidence building and capacity building initiatives. The main responsibility of this position is to act as the central data lead in TNG. In addition to working directly with data and technology systems, the role also entails designing and implementing efficient processes that facilitate the effective utilization of data throughout the organization. This position will provide high quality technical assistance, guidance, and capacity building to internal stakeholders.

The Manager of Data Strategy, Integration and Reporting will work with programs/teams, and the internal Data Committee to: 1. Determine common participant pathways (routes by which a participant is introduced to TNGCS); 2. Demonstrate the success of certain programs and services to communicate long-term impact on participants to staff and external stakeholders; 3. Improve existing services by identifying and addressing gaps in programming and services; 4. Streamline internal processes for managing, sharing, requesting and accessing data.

The Manager of Data Strategy, Integration and Reporting will work with programs/teams across TNG, and the internal Data Committee consisting of data champions across the organization to obtain buy-in from programs, to train staff on the importance of quality data collection and how to analyze the data we collect. They would be tasked to translate this work into understandable language capable of being digested by coworkers with mixed levels of technical/data fluency.

MAJOR DUTIES:

- Conduct a data inventory to amass greater knowledge about the information that TNG has and collect to identify data sources or gaps when trying to answer questions about its programs or impact
- Conduct an analysis of the data collected including comparing similarities of the data collected and to validate the data analysis
- Work with programs and communities to identify new services and program needs
- Support development of reports and presentations for a range of technical and non-technical audiences to share evaluation findings
- Support the communication of results—verbally and in writing via the preparation of content for briefs, memos, and training materials
- Communicate the organization's three key data learning priorities: 1. to demonstrate the programs' success to potential participants, staff and funders; 2. to understand client pathways and where clients are utilizing other services including employment; 3. to use data to develop programming and fill gaps in services to the organization
- Work with the data champion team to create and implement a plan to meet these priorities
- Provide support to staff teams as the organization embarks on its data journey. Assist teams in recognizing the significance of data collection and quality, interpreting the insights conveyed by data impact stories, and identifying gaps in services and program delivery.
- Prepares and delivers training to support organizational data capacity building efforts
- Generate clear and concise reports including dashboards based on data and program analysis for internal and external purposes meeting internal department and funder timelines and requirements
- Provide leadership to TNG Data Committee and the team of Data Champions
- Provide leadership that embraces change, promotes innovation and cultivates learning and growth
- Prepares for, and actively participates in, regular supervision meetings with supervisor to establish and evaluate an annual goal plan
- Acts as active participant on the Management Team, undertaking responsibilities as assigned, and directs or participates in agency-wide functional teams, as required
- Maintains accurate records as required by TNG

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement

- Adhere to all TNG policies and procedures and ensure confidentiality is maintained on all client, human resources and agency matters
- Cooperates with and is responsible to follow health and safety procedures, and ensuring staff are compliant
- Respects of and responds to individuals and communities facing social, economic and cultural barriers in society

REQUIREMENTS & QUALIFICATIONS:

- Degree in Information Sciences, Computer Science, Mathematics, Statistics or related discipline; Advanced degree a plus
- Minimum 5 years of work experience in role related to information science, data management and/or computer science or related education and experience; preferably in a large multi-service non-profit organization
- Experience with Salesforce and Non-Profit Success Pack
- Expertise in basic statistical methods
- Expertise in developing publicly digestible data visualizations using data visualization tools, e.g. Tableau, PowerBI, etc.
- Expertise in data cleaning and data preparation; use of data prep tools as necessary
- Adept at queries, report writing and presenting findings
- Technical familiarity with data models, database design development, and data mining
- Ability to automate reports using different software
- Excellent written and verbal communication skills work effectively with both technical and non-technical staff members; demonstrated communication, interpersonal skills, and team player skills are required
- Detail oriented with strong problem finding, resolution, and documentation skills
- Outstanding organizational skills and a high level of attention to detail
- Capacity to multitask and prioritize effectively, working extremely well under tight time timelines
- Ability to work independently with minimal supervision
- Experience in the non-profit sector a plus
- Experience working with populations that have complex barriers and/or life circumstances

To apply, submit your resume with “TNG2023-151” in the subject line of your email to: careers@tngcs.org