



**Alliance to
End Homelessness
Ottawa**

info@endhomelessnessottawa.ca
PO Box 22021
Ottawa, ON K1V 0W2
343-552-0202

Job Description - Data Manager

Type of Position

Full time, indeterminate position

Hours of Work

37.5 hours per week, generally 9 am to 5 pm. May include some evenings and weekends.

Vacation & Benefits

4 weeks of vacation, plus 3 personal days annually. Fridays off in July and August and office shutdown between December 24 and January 1. Extended benefits package and RRSP.

Salary

\$65,000 - \$70,000 / year, depending on level of experience

Location & Office Environment: Ottawa, Ontario

This job is a remote position, with in-person meetings and events required and occasional travel. The successful candidate will be provided with the necessary software and online collaboration tools to complete their duties. They will be provided with a laptop, monitor, keyboard and mouse, if needed. They are expected to provide their own internet connection and home office furniture, and to ensure that the workspace is adequate to ensure security of confidential information and intellectual property.

Description of Organization

The Alliance to End Homelessness Ottawa is a member-driven coalition of over 75 organizations working together to prevent, reduce, and ultimately end homelessness in Ottawa. Our mission is to help the community act in a coordinated, effective way across the housing and homelessness system, so the whole community can end homelessness together. Our vision is to build a city mobilized to end homelessness.

We advocate, mobilize and choreograph community partners and members to end homelessness together.

The Alliance acts as the community-based backbone for collective impact projects in the housing and homelessness sector, maintaining strategic coherence, coordinating mutually reinforcing activities, managing engagement of partners and interested community members, communications, data collection and analysis, and evaluation for continuous improvement.



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Job Summary

Reporting to the Governance Director, the Data Manager is part of a small team responsible for advancing data-informed planning, coordination, and system improvement across Ottawa's homelessness response system, with a focus on youth homelessness as part of Youth Homelessness Strategy.

The Data Manager supports the implementation of collective impact initiatives by coordinating data collection and analysis to inform decision-making, evaluate outcomes and strengthen accountability across the Housing and Homelessness Leadership Table and Youth Homelessness Initiative.

Duties and Responsibilities

Data Coordination and Quality

- Ongoing monitoring of data landscape, including sources, accessible data, and major gaps
- Support development of data sharing agreements and information sharing protocols
- Support alignment of data definitions, indicators and collection practices across organizations
- Support development of shared intake, assessment and data collection tools
- Cultivate relationships with key data partners and work with them to secure timely access to data
- Coordinate access to and use of data across complementary sectors and initiatives
- Ensure compliance with privacy and confidentiality requirements.
- Collaborate with Indigenous partners, communities, and service providers to ensure data is collected, analyzed, reported, and shared in a culturally appropriate, ethical, and transparent manner.

Data Analysis and Reporting

- Analyze data to identify trends, outcomes, and opportunities for improvement.
- Develop reports and performance summaries.
- Translate complex findings into accessible information for diverse audiences.
- Support funder, board, and community reporting requirements.
- Contribute to evaluation and impact measurement activities.
- Develop and implement feedback mechanisms for end users of data systems
- Support the use of data for key project partners, and work with partners to respond to ad-hoc data requests and projects



Knowledge Mobilization and Learning

- Synthesize and present data in a way that can be easily and quickly grasped by external audiences
- Support collaborative learning and continuous improvement processes.
- Work with the System Planner to develop training materials to support robust data collection by front-line staff
- Staff relevant work groups

Leadership and Strategic Responsibilities

- Contribute to strategic planning and organizational priorities.
- Manage work plans, budgets, and reporting requirements.
- Evaluate and report on outcomes.
- Champion equity, inclusion, accessibility, and reconciliation.

Other Related Duties

- Schedule meetings for various Alliance working groups and committees
- Assist with set-up, tear-down and event management as needed for Alliance events
- Undertake special projects as assigned
- Provide support to team members as needed and work together on shared projects
- Undertake other related duties as assigned

Qualifications, Skills and Abilities.

- Lived experience of homelessness and housing precarity is welcomed and valued.
- Experience working from a diversity, equity, inclusion, decolonizing, and anti-oppression framework is preferred.
- Demonstrated knowledge and understanding of issues related to homelessness, affordable housing and poverty.
- Ability to work with diverse populations, including at-risk individuals.
- Comfort with ambiguity and ability to thrive in a fluid, entrepreneurial environment; willingness to “roll up one’s sleeves” and extend beyond formal responsibilities based on the needs of the work
- Strong communication and interpersonal skills, ability to collaborate as part of a small team and also to work independently in a fast-paced environment.
- Exceptional written and oral communication skills in English. The ability to communicate effectively in both English and French is considered a strong asset.



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- Diploma or university degree, or equivalent experience, in Information Management, Data Analytics, Statistics, Social Sciences, Public Administration, Computer Science, or a related field, or the equivalent in a combination of training and life experience.
- Advanced proficiency in Microsoft Excel and experience with database management systems, business intelligence tools, and data visualization platforms (e.g., Power BI, Tableau).
- Experience working with Homelessness Management Information Systems (HMIS), Coordinated Access systems, By-Name Lists, or similar client information systems
- Knowledge of homelessness systems, housing services, social service programs, and community planning processes is highly desirable.
- At least 3 years of experience in data analysis and reporting, including a strong command of statistical and data analysis tools and methods
- Key competencies include: experience with complex project management and multiple stakeholder needs, experience helping practitioners use data to improve performance, ability to clearly communicate technical information to a wide variety of audiences, strong oral and written skills including presentations and training, experience with relationship management, community engagement and facilitation, public speaking, strategic communications