
Internal/External Job Posting

Manager of Digital and Data Strategies

We seek a skilled leader who is curious about the potential of digital technology to support diverse, low-income and socially isolated communities and who is interested in using data as evidence to make good decisions in the community services sector. This includes continued development, implementation and sharing of our innovative Quality of Life data platform.

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community. Our diverse programs and community development activities support approximately 16,000 people of all ages annually in addition to ongoing public policy development and advocacy on social and economic issues.

West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- leads continued development, implementation, testing and problem-solving of our Quality of Life data platform with our current and future partners. We envision the potential use of this data platform by a wide variety of human services and in particular, the development of a body of evidence about the efficacy of specific interventions/programs;
- ensures programs are appropriately utilizing digital solutions for the diverse communities we serve, keeping in mind the digital divide affecting many of the people we serve;
- works with program staff and management to ensure the data we gather and use is complete, accurate, secure, timely, relevant, accessible and as much as possible with shared ownership by the people providing the data (i.e. program participants). We are committed to collecting disaggregated data including self-identified racialization, gender identity and abilities.
- ensures training and provides support and problem-solving for staff, students and volunteers on databases, software, and data quality;
- analyzes data to identify and monitor trends and provides clear reports, including mapping, and regular consultations with data scientists and evaluation experts;
- in the absence of the Director of Operations, provides backup IT support to staff by liaising with IT contractor and other operational issues;
- as part of the administration team, assists other Directors as needed, including identifying and recommending improvements and new business processes;

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- participate in staff meetings, House committees, events and other activities; and
- other duties as required.

Qualifications:

- education and training equivalent to an undergraduate degree in library and information science, data science, public administration, evaluation, or a related field;
- minimum 2 years experience working with data in human services (e.g. health, social services);
- deep knowledge of mainstream databases and familiarity with databases used commonly in community services (e.g. Alayacare, OCASI's OCMS, etc);
- knowledge of Microsoft Office 365 with advanced Excel, Power BI;
- willingness and commitment to continual learning, including learning new technology and software;
- demonstrated curiosity, initiative, and interest in quality improvement and innovation;
- ability to train and support others in efficient and accurate data collection, data analysis, and reporting;
- excellent interpersonal skills including teamwork, good communication skills, understanding and appreciation of diversity, equity and inclusion principles, and an ability to work respectfully with diverse people with varying degrees of comfort and training regarding IT and data;
- rigorous approach to the use of qualitative and quantitative data;
- an understanding and commitment to privacy and confidentiality;
- meticulous attention to detail and ability to organize and manage work;
- demonstrated experience and initiative in trouble-shooting;
- ability to travel between locations occasionally. This position will have the option to work remotely (e.g. from home) as negotiated with the Director of Operations;
- ability to occasionally work or be on call evenings or weekends.

Status:	Permanent Full Time (non-bargaining unit position)
Start Date:	November 2021
Hours:	35 hours per week
Rate:	\$70,000/yr (4 weeks vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)
Immediate Supervisor:	Director of Operations
Posting Date:	September 10, 2021
Closing Date:	October 17, 2021

Please send your resume by 5:00 pm on the closing date to:

Hiring Committee
248 Ossington Avenue
Toronto, ON
M6J 3A2
jobs@westnh.org



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A United Way Member Agency
