

Community Shelter Board is looking for a Data and Evaluation Director. CSB is an award-winning non-profit organization leading a community effort to make sure everyone has a place to call home. Our Data and Evaluation Director directs the research and evaluation affairs of CSB and ensures there is sound program and system data analysis and evaluation in place necessary for programmatic and planning decisions using reliable data collection, management and analysis principles.

CSB offers a competitive salary and a highly unique benefit package:

health, dental & vision insurance • employer-funded flexible spending accounts • life insurance  
401(k) plan with up to 10% employer contributions • lifestyle spending account for personal growth  
5 weeks paid time off • 10 paid holidays • hybrid work environment • healthy work/life balance  
strengths-based culture • active diversity, equity & inclusion program  
dynamic leadership development program

Qualifications include:

1. Five years of experience with competency in evaluation, statistics, and social services research.
2. Five years management and supervisory experience or equivalent.
3. Experience working in a not-for-profit setting with significant information reporting requirements strongly preferred.

Exceptional knowledge and applied skills in social science research and evaluation. Excellent skills in data analysis (qualitative & quantitative) including statistical analysis. Ability to translate between agency information needs and database structure and functions required. A successful candidate must have knowledge of and experience with relational database management; demonstrated ability to manage large datasets; demonstrated experience with SQL, Power BI, Looker or similar business intelligence tools.

Learn more about CSB at [www.csb.org](http://www.csb.org). Interested applicants should submit resume and cover letter through [Indeed](https://www.indeed.com). Community Shelter Board is an Equal Opportunity Employer and conforms to all applicable employment practices. We strongly encourage diverse applicants to apply.

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**Title of Position:** Data and Evaluation Director

**Pay Range:** \$90,000 - \$120,000

**Status:** Exempt, full-time

**Benefits:** Medical, prescription, dental, vision, life, disability, retirement plan, Section 125 benefits plan, and paid leave.

**Reports to:** Chief Operating Officer

**Unit:** Data and Evaluation

#### **BASIC FUNCTION**

This position is responsible for providing the Chief Operating Officer with program and system data analysis and evaluation necessary for programmatic and planning decisions and for overseeing the operation and management of the Data & Evaluation department activities and staff.

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## Job Description

**Data and Evaluation Director  
Columbus, Ohio**

### **EFFECT ON END RESULTS**

This position is primarily concerned with the achievement of the goals for the organization by ensuring there is sound planning for and the analysis of, information, research, and client data for the long and short term future of the organization.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Directs the research and evaluation affairs of the agency within scope of responsibility outlined by the Chief Operating Officer.
2. Directs and coordinates activities of the Data & Evaluation department using reliable data collection, management and analysis principles.
3. Responsible for maintenance and effective operation of the homeless management information system (HMIS).
4. Establishes and maintains research, evaluation, reporting, and HMIS objectives, policies, and procedures in accordance with best practices and CSB standards. All HMIS policies and procedures, including user manuals and on demand training videos are up-to-date and reviewed at least annually.
5. Reviews agencies' participation in HMIS to assure performance and conformance to CSB standards.
6. Assures monthly, quarterly, and annual QA reviews occur. 100% of programs routinely submit data that meets CSB standards by the 30th day following termination of each quarter.
7. Prepares and makes recommendations based on program and system analyses of programs and client data.
8. Conducts quarterly and annual System and Program Indicator reports in timely, efficient and effective manner to ensure delivery to the Board of Trustees per the annual board plan.
9. Conducts annual CSB agency performance evaluations in timely, efficient and effective manner to ensure delivery to the Board of Trustees per the annual board plan. Evaluation report is available for public distribution by not later than June 30.
10. Conducts special performance evaluations in timely, efficient and effective manner to ensure delivery to the COO as requested.
11. Assists with technical assistance to partner agencies as necessary to improve program outcomes.
12. Negotiates Program Outcome Plans with partner agencies that are consistent with CSB Ends and Executive Limitations Policies, best practices, and quality improvement.
13. Provides summary data for csb.org, annual report, and other communications as requested
14. Provides data and analysis for annual community report on homeless persons (Snapshot) by not later than December 31.
15. Provides data and analysis for the annual HUD LSA report, annual HUD Continuum of Care application, HUD HDX Point in Time and HIC reports and annual APR report(s) by not later than the HUD deadline.
16. Provides data and analysis for private and public funders for granting and reporting purposes by not later than the set deadline.
17. Provides presentations, as requested.
18. Supervises employees in the Data & Evaluation department. Manages self and department in a manner which is congruent with CSB values, mission, policies and procedures.

### **OTHER FUNCTIONS**

1. Responsible for implementation, coordination and maintenance of the agency's information technology infrastructure.
  - a. Oversees the outsourced IT support.
  - b. A Technology Plan is updated annually by February 1.
2. Backup for Data and Evaluation staff members.
3. Supports development of department's annual budget and effectively implements in accordance with expense and revenue goals.
4. Consults with all areas of program management responsible for policy or actions.
5. Recommends and implements techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities and implements state-of-the-art practices.
6. Keeps abreast of current trends and practices in field of expertise.

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### KEY LEADERSHIP COMPETENCIES

1. Able to process large amounts of information from multiple sources and timely and accurately presents the information to supervisors, funders, partner agencies, and other staff.
2. Ability to make strong quality decisions based upon a mixture of analysis, wisdom, experience, and judgment. Widely trusted and seen as a direct, truthful individual.
3. Able to set clear objectives and measures; monitors process, progress and results.
4. Marshals resources to get things done; can orchestrate multiple activities at once to accomplish a goal.
5. Effective planner to accurately scope out length and difficulty of projects; develop schedules and assignments.
6. Effective process and project manager who creates efficient work flow; knows how to organize people and activities.

### SKILLS, KNOWLEDGE & ABILITIES

#### *Management*

1. Excellent organizational skills to manage people and resources, which are often constrained, to efficiently accomplish goals.
2. Demonstrated ability to accurately attend to detail as well as maintain a strategic focus.
3. Skilled in operating in a leadership position within a high visibility organization. Excels in fast-paced environment.
4. Accomplished communication skills, both oral and written.
5. Proven ability to manage multiple projects and deadlines. Exceptional time management skills. Demonstrated ability to complete projects on time.
6. Skilled in supervisory role, responsibilities, and effective practices including ability to train, supervise, motivate, and evaluate the performance of subordinates.
7. Ability to independently assume responsibility for the overall needs of the Data & Evaluation department.

#### *Technical*

8. Exceptional knowledge and applied skills in social science research and evaluation. Excellent skills in data analysis (qualitative & quantitative) including statistical analysis.
9. Ability to translate between agency information needs and database structure and functions required.
10. Knowledge of and experience with relational database management and database administration required and essential. Demonstrated ability to manage large datasets. Demonstrated experience with SQL, Power BI, Looker or similar business intelligence tools. IT infrastructure knowledge a plus.
11. Skilled in Word (Level 3), Access (Level 2), and Excel (Level 3).

### PHYSICAL OR MENTAL DEMANDS

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities. Comfortable in fast-paced environment.
2. Strong analytical and reasoning abilities.
3. Superior numeric and statistical skills.
4. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
5. Quick learner – able to grasp and oversee strategies and tactics.
6. Well organized. Ability to multi-task and maintain/oversee multiple projects simultaneously.
7. Positive and participative management style.
8. Ability to establish credibility and be decisive but able to recognize and support the agency's needs and priorities.

### MINIMUM QUALIFICATIONS

1. Congruence with agency mission and values.
2. Five years of experience with competency in evaluation, statistics, and social services research.
3. Five years management and supervisory experience or equivalent.
4. Experience working in a not-for-profit setting with significant information reporting requirements strongly preferred.

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