

# THE COMMUNITY BUILDERS

**Position:** Director of Data and Evaluation

**Location:** Boston, MA

## **About The Community Builders:**

The Community Builders, Inc. (TCB) is a nationally recognized nonprofit developer, owner and manager of affordable and mixed-income residential and commercial properties. Our mission is to build and sustain strong communities where people of all incomes can achieve their full potential. We do this by developing, financing, and operating high quality affordable mixed-income housing, by coordinating access to support services, and by planning and implementing other community and economic initiatives critical to the communities we serve. Every employee who works for The Community Builders understands what it means to make a significant difference in the lives of others.

## **About Community Life**

Community Life is TCB's place-based model that provides stable and healthy housing as a platform for residents and neighborhoods to achieve success. TCB communities are places of innovation that address some of the most significant challenges facing low-income populations. We engage residents in creating programs and build strategic partnerships with local stakeholders to maintain stable housing and create pathways to opportunities in six key practice areas: youth development, education, workforce development, health, asset building, and community engagement. Our vision is to have Community Life in every TCB community with the purpose of providing opportunities and resources to all residents to achieve their full potential.

## **Position Description:**

Working under the supervision of the Vice President of Community Life, the Director of Data and Evaluation will: 1) Provide leadership and oversight of the evaluation of the Community Life (CL) place-based model to measure the impact of the model in the lives of TCB residents and communities; 2) Use multiple data-based system (e.g. ETO and YARDI) to prepare reports for Community Life, other TCB departments, stakeholders, and senior leadership for strategic decision; 3) Develop and implement Data and Evaluation Standard of Practice (SOP); and 4) Supervise the evaluation team.

This position conducts and manages analytics for informed decision making across Community Life properties. This includes combining data from multiple internal and external sources, performing quality assurance checks on data entry, providing training and on-going technical assistance to site staff related to collection of the Community Life Questionnaire (CLQ), data entry and creation of the Community Success Plan (CSP). In addition, the Director of Data and Evaluation will be responsible for maintaining the department's logic model and the management of Community Life's database, Efforts to Outcomes (ETO).

## **Essential Functions and responsibilities:**

- Work closely with the Vice presidents of Community Life to improve CL evaluation strategies by creating better systems to track and measure the impact of Community Life.
- Oversee the evaluation of TCB Health and Housing Initiative in Boston and Cincinnati, the Education

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and Housing Initiative in Chicago and Akron, OH, and the Family Self-Sufficiency Program in Worcester, MA.

- Responsible for developing and implementing quality assurance protocols and conduct quality assurance checks by building reports and analytics in the Community Life ETO database.
- Conduct data analysis, develop and prepare regular and *ad hoc* evaluation reports, visuals, and presentations that measure progress of individual sites toward organizational goals for internal and external audiences including the Community Life Board Committee, TCB Board, Fund Development and other local, regional and National meetings or conferences.
- Provide the following trainings to site employees: 1) Community Life Questionnaire (CLQ) collection and data entry into ETO; 2) Tracking Service Coordinator activities in ETO; 3) Using CLQ data to develop Community Success Plans (CSP); and 4) Creating ETO Reports for supervisor.
- Work with the Director of MIS to maintain Community Life's dashboards that demonstrate organizational impact and collaborate with other TCB departments to identify social impact metrics to track company wide.
- Partner with Property Management to track and measure housing stability across CL properties.
- Provide reports, data analysis, and grant writing support to the Director of Fund Development. Once grants have been awarded, this position is responsible for creating quarterly and annual data and evaluation reports to meet funder requirements.
- Analyze and present TCB's data and cross-organizational learning to internal and external audiences including Stewards for Affordable Housing for the Future (SAHF) and Community Life's Board Committee.
- In collaboration with Regional Directors, design and develop site work plans (called Community Success Plans) to align with organizational outcomes and based on data collected from residents.
- Participate in the SAHF Data Working Group and University of Chicago Chapin Hall Education Data meetings.
- Other duties as assigned

**Job Qualifications: (Education, certifications, years of experience)**

- Master's degree preferred in Social Science, Public Health and other related research areas. Bachelor's Degree minimum with substantial years of experience.
- Experience in leading program evaluation and data collection using mixed methods.
- Experience with computer statistical software programs such as SPSS, SAS; additional experience with databases such as Efforts to Outcome (ETO), and Yardi a plus.
- Proficiency in Microsoft Office - Word, Excel, PowerPoint.
- At least 2 years of experience supervising staff and managing a team of individuals to accomplish common goals and objectives.
- Effective organization and project management skills combined with flexibility, attention to detail,

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and multi-tasking.

- Ability to work in a collaborative team environment and interact with all levels of organizational staff and community members a must.
- Experience (3-5 years) creating and administering surveys, conducting focus groups, and other primary data collection skills.

#### **Additional Preferred Qualifications**

- Knowledge about best practices to drive economic mobility and foster social capital within communities.
- Demonstrated experience and expertise in using data and evaluations to inform practice and design social interventions that promote successful mixed-income communities.
- Experience evaluating programs, initiative or interventions designed to increase youth development, education, workforce development, health and asset building among low-income residents.
- 2-3 years professional experience in the field of rental assisted housing and supportive services.
- Experience in data mapping and GIS software and data visualization and infographics a plus.
- Understanding of Property Management operations and pertinent data

#### **Knowledge, Skills, and Abilities required:**

- Ability to build and maintain positive relationships with a wide variety of stakeholders, including but not limited to: senior staff, volunteers, interns, community partners, organization donors, media.
- Excellent verbal communication skills, written and graphic communication skills.
- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with residents and in planning, implementing, and evaluating programs.
- Demonstrated problem-solving skills and the ability to make independent decisions and lead others.
- Analytical skills for program, critical thinking and community level evaluation.
- Self-starter who can work independently and as part of the team to carry out and prioritize multiple ongoing projects
- Excellent time management and organizational skills with demonstrated problem-solving initiative.
- Ability to think creatively to develop new solutions and systems where current ones don't exist.

#### **Supervisory Responsibilities: *(include number of direct reports)***

Direct Reports: Provide project specific direction and guidance to the Evaluation and Operations Coordinator on an ongoing basis. May supervise graduate student interns (such as those from Graduate schools of Public Health, Social Work and related fields) and volunteers as needed.

Please email resumes to [Joseph.le@tcbinc.org](mailto:Joseph.le@tcbinc.org)