

Job Description

Researcher & Data Analyst

Updated: May 6th, 2022

Homelessness Services Association of BC (HSABC) is an umbrella organization supporting shelters, drop-in centres, homeless outreach teams and other service providers addressing the needs of persons experiencing homelessness with the goal to ending homelessness.

HSABC is actively committed to creating an equitable, diverse and inclusive workplace. We strive for a diverse team and foster the inclusion of voices that have been underrepresented and oppressed. We strongly encourage applications from individuals from communities and groups that have historically been disadvantaged and/or marginalized, including First Nations, Inuit and Métis peoples, racialized persons, persons with disabilities, women and gender diverse persons, 2SLGBTQ+ persons, and/or persons with lived or living experience of homelessness, poverty or precarity.

Job Summary

The Researcher & Data Analyst, working collaboratively with fellow staff and contractors, will primarily be responsible for the development and coordination of research—specifically the collection, transformation and organization of data in order to drive decision-making and provide advice on key issues and policies affecting the homelessness services sector.

1. Competencies

The Researcher & Data Analyst will possess the ability to turn data into insights to support strategic research and policy advice related to the delivery of HSABC's research projects, programs and advocacy.

Applicants should be able to demonstrate proficiency in several of the competencies below, with an interest in personal development to acquire the remainder:

- 1.1. Communication – foster open communication, in a style that ensures factual accuracy balanced with passion. Someone who is adept at distilling quantitative and qualitative data into plain language materials that are user-friendly for a variety of audiences.
- 1.2. Collaboration – facilitate collaboration and equitable partnership with HSABC Members, service providers and grass roots organizations, funding organizations, government, community members, peers and those with lived and living expertise. Skilled at arriving at consensus when clarity and/or agreement may not be easily discernable.
- 1.3. Project Implementation – demonstrate the ability to create clear, actionable project plans and deliver results in accordance with predetermined timelines. Skilled at managing multiple, and at times competing projects and priorities.
- 1.4. Data Analysis – ability to collect, clean, mine, interpret and visualize information from a variety of sources and present conclusions and recommendations in graphic and written reports intended for a variety of audiences.
- 1.5. Continuous Growth – building on knowledge of trends and issues related to homelessness and the intersectional factors affecting populations that are equity denied by structural oppression and systemic repression. Identify opportunities for personal and organizational growth, and cultivate innovative ideas and approaches.

2. Job Duties

With support, resources and opportunities for growth, the Researcher & Data Analyst will engage in:

- 2.1. *Research:* Preparing, processing, analyzing and sharing information related to the delivery of HSABC programs and projects including best practice research and contextual analysis.
- 2.2. *Data Analysis and Protection:* Establishing protocols and practices to ensure appropriate data collection, storage and management. Applying a systematic approach to the analysis of quantitative and qualitative data using basic statistical methods.
- 2.3. *Project Management:* Leading project teams and tracking complex major projects to meet project goals within budgetary and time constraints.
- 2.4. *Relationship-Building:* Maintaining effective working relationships with HSABC Members, non-profit, government, private sector partners and the community.
- 2.5. *Report Writing and Presentations:* Preparing research reports and making presentations to a variety of audiences and providing technical assistance and support to implement recommendations.
- 2.6. *Sector Analysis:* Staying informed on trends in the homelessness and housing sector, including government initiatives and community level patterns of service usage and challenges. Identifying opportunities for further inquiry and sharing ongoing insights with the HSABC team and Members.
- 2.7. *Community Engagement:* Collaborating with other organizations to develop and implement effective approaches to public engagement and communication that raise awareness of issues and proven or promising solutions related to homelessness.
- 2.8. *Contract Procurement:* Securing fee for service contracts through preparation of project proposals and budgets.

3. Candidate Profile

Applicants should be able to draw on their experiences to demonstrate an aptitude for the knowledge, skills and abilities listed below. Candidate are not expected to excel in all aspects of the profile. However, they should be able to show an interest in ongoing learning to meet the requirements for the position.

- 3.1. Lived expertise of homelessness, poverty and/or precarity is an asset.
- 3.2. There is flexibility regarding education level based on an equivalent combination of work and lived experience compared to a degree in a related discipline (e.g., social sciences including psychology, political science, sociology, gender and/or women's studies; health science, law or economics). Learning in statistical and research methods is considered an asset.
- 3.3. Strong familiarity with, and advanced understanding of the landscape of homelessness and homelessness serving organizations and agencies in BC. Prior work or volunteer involvement within the sector is considered an asset.
- 3.4. Familiarity with quantitative and qualitative research methodologies and analysis—combined with knowledge of social, economic, political, technological, demographic and environmental trends, factors and issues related to homelessness and housing needs in BC.

- 3.5. Diverse experience that includes undertaking project management, public consultation, research and writing of reports or strategies—including demonstration of planning and time management skills, with ability to multi-task, produce and coordinate projects to tight deadlines.
- 3.6. Strong communication skills (oral and written), including the ability to clearly explain complex social issues and information to a variety of internal and external stakeholders.
- 3.7. Experience building relationships and/or collaborating on projects or initiatives with Indigenous groups or other equity-denied communities.
- 3.8. Strong organizational skills, with the ability to meet deadlines and develop, implement, and interpret goals, objectives, and policies.
- 3.9. Ability to identify issues and implement creative and strategic solutions to overcome problems.
- 3.10. Is a team player, but has the ability to work independently and take initiative.
- 3.11. Expertise and experience with Microsoft Word, Excel and Outlook. Competence with SPSS, Tableau or Adobe products is an asset.
- 3.12. Excellent verbal, written and graphic communication skills.
- 3.13. Must be responsible, trustworthy, adaptable, patient and willing to learn and grow.

4. Work Conditions

- 4.1. Interaction with HSABC Members, community partners, government representatives, vendors, outside stakeholders and the general public.
- 4.2. Represent HSABC on appropriate networks, working groups, advisory committees and in research projects.
- 4.3. Work in community to build relationships with frontline service providers, peers and those experiencing homelessness.
- 4.4. Require a willingness to travel throughout the province.
- 4.5. Opportunity to work remotely on an ongoing basis, with periodic travel to Metro Vancouver to meet with the team. HSABC can provide support for adapting a workspace and will provide a desktop or laptop computer and peripherals.

Commitment to Equity, Diversity and Inclusion

To address issues of systemic inequity within the Canada and specifically within the Canadian labour market, HSABC is committed to achieving a diverse workforce through inclusive HR practices in all aspects of employment including recruitment, hiring and promotions.