

Job Title:	Analytics Manager
Department:	Research and Evaluation
Reports To:	Director of Research and Evaluation
Date Revised:	02/12/2025
Starting Salary:	\$62,000 - \$75,000
Position Type:	Full Time, Exempt

Position Summary

The Analytics Manager is responsible for the holistic analysis of the Homelessness Response System's data. The Analytics Manager works in collaboration and partnership with Research and Evaluation Department staff, other ECHO staff, and key partners to ensure that analyses, reporting, and data presentations are performed in ways that address the needs of the system and the community in the effort to ensure that homelessness is rare, brief, and non-recurring.

Description of Work

The Analytics Manager is responsible for helping to ensure that ECHO effectively performs its role in supporting the Homelessness Response System's analysis and planning in its efforts to end homelessness. This work involves collaboration with ECHO staff to pursue continuous quality improvement.

The Analytics Manager provides a client-centered, antiracist approach to performance monitoring in the Austin/Travis County Homelessness Response System. The Analytics Manager builds and maintains authentic relationships with Leadership Council and CoC governance members, community groups, current and former clients, and service providers to facilitate meaningful collaboration on performance monitoring projects. The Analytics Manager brings analytical and facilitation skills to collaborative projects to allow such projects to be led with data, both quantitative and qualitative, and brings regular data insights to decision-making spaces. The Analytics Manager coordinates projects intentionally and strategically with the work of other ECHO departments to ensure that information is shared and can be used to inform and support new or ongoing efforts outside of the Research and Evaluation Department and outside of ECHO.

Essential Functions

- Perform advanced data analysis of qualitative and quantitative data from HMIS or external data sources to support the goals of ECHO's strategic plan and the needs of the Austin/Travis Homeless Response system.
- Serve as liaison to relevant ECHO departments and staff to maintain thorough communication of project progress through ECHO's project management tool (Asana)
- Manage the entirety of research projects assigned and support the fielding of data requests
- Support updates to the analytics infrastructure used by the Research and Evaluation Department to facilitate analysis and report writing. This includes supporting the maintenance of ECHO's custom R package through version control in Git.
- Regularly update the HRS dashboard and routinely innovate content/user experience
- Complete all analyses and infrastructure work using reproducible coding practices.
- Support the creation of reports in the HMIS's native reporting IDE (Looker)
- Design qualitative methods according to industry standards for ethical research and data collection
- Facilitate public meetings to collect data or feedback for research or department improvement
- Occasionally present research and data findings to externally facing audiences and partners
- Maintain familiarity with updated industry standards for sourcing and managing data through APIs
- Maintain familiarity with data modeling for any non-HMIS data created through research projects
- Analyze data for and contribute to the writing of required reports including:
 - State of the HRS report (formerly the Needs & Gaps Report)
 - Point-in-Time Count Report
 - ECHO's Annual Report
- Extract and clean data from HMIS per the requirements for any data sharing agreements ECHO has with external partners.
- Share data with partners as per requirements of ECHO data sharing agreements and managing the safe transfer of data through encryption
- Provide analytical support to research projects ECHO has been contracted to support
- Design and regularly update technical work guides to support the continuous improvement of the department
- Maintain filing system in ECHO shared drives for the storage of data, scorecards, reports, etc.
- Support Austin/Travis County's Homeless Response System Governance (Leadership Council) by serving as support staff and/or voting member for assigned committees
- Support Junior Data Analysts, Interns, and Research Partners through mentorship in learning ECHO's analytics infrastructure and reporting tools

- Occasionally attend conferences to present findings or improve research and analysis skills
- Support the administrative functions associated with core functions of ECHO's role in the community, including the bi-annual PIT count and the HUD's NOFO process
- Any other duties as assigned by the Research & Evaluation Department

Minimum Qualifications

- Four (4) years of applicable education, volunteer and/or work experience to perform the listed duties successfully. Lived experience may be substituted for work experience up to a maximum of two (2) years.

Preferred Qualifications

- At least four years of experience in either (a) data analysis and visualization, (b) database report writing and data extraction, or (c) database management/data engineering utilizing relational language programming
- At least two years of experience with statistical analysis using R.
- At least two years of experience managing large datasets using R.
- Experience evaluating or monitoring social programs or policies
- Excellent written and verbal communication skills.
- Excellent organizational skills and attention to detail.
- Ability to work collaboratively with ECHO departments, the community, and research partners to design holistic and equitable research projects
- Ability to finish projects with a high degree of quality and attention to detail.
- Experience collaborating with community-based organizations and/or actively providing support to Homelessness Response System committees, stakeholder groups, or committees.
- Ability to translate complex technical topics for non-technical audiences.
- Ability to prepare clear reports, refine complex information into key themes, and formulate recommendations to a variety of groups and audiences.
- Strong understanding of continuous improvement (continuous quality improvement, process improvement, etc.) principles and implementation strategies.
- Knowledge and mastery of systems that serve people at risk of and experiencing homelessness and understanding of principles and implementation of practices that apply evidence based and innovative solutions to homelessness.

Supervisory Responsibilities

This position may supervise volunteers, students/student project teams, or interns as needed.

Research and Evaluation Department Values

In addition to ECHO's core values, the Research and Evaluation team values the following and is seeking a co-worker that values these as well:

- The stories and experiences of people experiencing homelessness cannot be fully captured with quantitative (HMIS) data.
- Explanations matter more than just data.
- Our work relies on the expertise and perspectives of others, including ECHO staff and external partners.
- Transparency, not just of the data but of the data collection process—including its flaws and limitations—is important.

Work Environment:

This job operates in office settings and is currently hybrid. Employees are required to use their personal cell phone for business purposes. This position does require commuting throughout Austin/Travis County for various stakeholder meetings, when applicable.

Proficiency in using Microsoft suite, including Outlook, Word, Excel, and PowerPoint, and the ability to adapt and commit to using other software or technology is needed.

Physical Demands:

Physical demands include the use of standard office equipment, including computer, copy machine, phone, etc. The ability to communicate clearly and appropriately with co-workers and community partners.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause undue hardship on ECHO operations. Contact human resources (HR) with any questions or requests for accommodation.

Position Type and Expected Hours of Works:

This is an exempt full-time position working 40 hours a week; typical work days are Monday through Friday. Agency meetings occur on business days between the hours of 8:00 AM and 5:00 PM (Central Standard Time). Occasional evening and weekend work may be required as job duties demand. A high degree of flexibility can be anticipated by ECHO staff when conducting most independent and/or administrative work. Some travel is expected for this position both locally and to national conferences.

Compensation and Benefits:

ECHO offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 8 paid holidays, 4 paid work/life wellness days and opportunities for educational and professional development.

Diversity, Equity, Inclusion & Belonging Statement:

The Ending Community Homelessness Coalition (ECHO) values diversity, equity, and inclusion in every aspect of our work, including our internal operations and external activities to support our mission. We are committed to cultivating a culture of respect for the dignity and value of each individual and family accessing the Homelessness Response System. These values are essential to our mission focused on leading and aligning a coalition to administer an effective Homelessness Response System, centered in racial equity, informed by the needs and expertise of people experiencing homelessness, and accountable to systemically marginalized communities. We welcome all. ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply:

Interested candidates please submit a resume and cover letter Josephmontano@austinecho.org and Tonyathomas@austinecho.org. Position will remain open until filled.

