SHEPHERDS OF GOOD HOPE

JOB POSTING
(Internal/ External)

POSTING NUMBER: 2019-064

POSITION: **Business Support and Evaluation Officer**
Non-Unionized
Group Benefits

POSTING DATE: September 13th, 2019

CLOSING DATE: Send your resume and covering letter, quoting positing number **2019-064** to hrrecruitment@sghottawa.com no later than **4:00 p.m.** on **September 26th, 2019**

RESPONSIBILITIES

Reporting to the Manager of Department of Analytics, Research and Evaluation, the purpose of the position of Business Support and Evaluation Officer is to provide:

Business Support
- Provide business analysis and project management support
- Provide data interpretation, utilizing both quantitative and qualitative methods
- Analyze data to generate actionable reports and recommendations to support decision-making and monitor business metrics
- Structure and solve problems by using business and evaluation tools through data analysis, process mapping, surveys, and business and quality management tools
- Enhance the analytical capacity of the department by implementing new processes, metrics, and/or applications
- Lead projects, program evaluation and data analysis from conception to execution
- Collaborate with the Data Coordinator to identify customer/user needs and elicit business requirements to improve the use of existing applications

Evaluation
- Assist in completing evaluations within the organization
- Develop evaluation and review framework for the organization
- Draft evaluation reports and implement evidence based change management
- Collaborate with other managers to develop evaluation process
- Liaise with governmental partners and community organizations on evaluation reports

Other Duties
- Provide overall support to Data Coordinator
- Assist in managing department databases, such as HIFIS, CRMS and other data tools
- Coordinate surveys and consultations across staff, clients and volunteers
- Supervise student projects; liaise with academic partners and ad-hoc requests

QUALIFICATIONS

- Bachelor's degree or equivalent with experience in business studies, social sciences or relevant fields
- Good interpersonal skills
- Excellent analytical skills, think critically and problem solving skills
- Strong curiosity and critical thinking to use data analytics methods
- Demonstrated interests in data science best practices
- Well organized, high attention to detail, and the ability to prioritize workload and meet deadlines
- Experience with both quantitative and qualitative data
- Excellent written and verbal communication skills
- Demonstrated experience in business analysis
- Understanding of database structures and metadata
- Working knowledge of qlik/Power BI or similar platforms, and crystal reporting
- Basic level in statistical skills
- Experience with program evaluation and/or mixed method research methods
- Experience with the non-profit or social sector
- Professionalism and tact in dealing with others
- Ability to work independently with minimal supervision
- Bilingualism is considered an asset

Please note that you do not need to be trained in the specific program being posted to be a successful candidate. SGH will provide training to candidates when awarded a new position.

Shepherds of Good Hope is committed to being responsive to the diverse needs of our clients, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process and we will work with you to meet your needs.