Program Evaluation Analyst

**JOB SUMMARY:** This job requires a motivated self-starter who is interested in evaluation, organizational metrics, reporting, and data quality in a mission-driven organization. Central to the role will be the ability to maintain a schedule of reporting requirements, initiate thoughtful program evaluation inquiries, analyze data, assess outcomes, and provide recommendations to management and staff to improve service delivery and client outcomes. The position requires the ability to accurately assess data and determine possible solutions to improve outcomes and strengthen programming, as well as excellent critical thinking skills and the ability to effectively move projects from the planning stage to action. The position also requires excellent interpersonal skills to work with, train, and support staff.

**DUTIES & RESPONSIBILITIES:**
Together with the Program Evaluation Team, support the effectiveness of HPP's programs, mission alignment, and service delivery through data analysis, contract compliance, and continuous program and process improvement.

**Theory of Change and Mission Alignment Initiative Support**
- Support implementation of HPP’s Theory of Change and mission alignment initiative by providing reporting, analysis, and training support as needed.
- Provide weekly reporting support for HPP’s direct service teams, including weekly capacity reports, service and outcomes monitoring, and other requested reports.
- Work with the Program Evaluation Team to continually evaluate HPP’s program models.

**Contract Compliance/Outcomes Monitoring/Continuous Quality Improvement**
- Support contract reporting, grant monitoring, and data integrity. This includes developing and maintaining reporting spreadsheets for multiple programs and submitting monthly, quarterly, and annual reports internally and externally on a timely basis, as well as building team contract literacy through regular ongoing support.
- Lead continuous quality improvement (CQI) efforts of selected programs. This entails planning and facilitating CQI meetings, as well as identifying appropriate service and outcome targets, monitoring service provision and outcome achievement, and collaborating with program management to ensure high quality of services.
- Lead regular reviews of HPP’s Salesforce database to ensure data quality and integrity. Construct queries, develop reports, and format information into organized and simplified report structures.

**Special Projects/Trainings/Initiatives**
- Support the Evaluation Team with strategic projects and initiatives, and lead projects as requested.
- Work closely with program management and staff to ensure effective and timely rollout of any changes to program implementation or Salesforce documentation.
- Prepare accurate and concise reports on projects that are often time-sensitive and deadline-driven.
- Support staff in learning new processes/procedures through training and one-on-one support.
- Support program staff to develop proposals, project reports and presentations.
- Manage multiple requests and tasks in a fast-paced and goal-oriented environment.

**REQUIRED QUALIFICATIONS:**
- Associates or bachelor’s degree in public health, education, psychology, social work, sociology, public policy, community research or a related field or the equivalent of two years comparable work experience.
- Demonstrated ability to think critically, systematically, analytically and logically.
- Comfort and interest in working with data and contract reporting.
- Effective written and oral communication with exceptional organizational skills.
- Proficiency with Microsoft Word and PowerPoint, as well as Google Suite.
- Advanced knowledge and effective use of Microsoft Excel, including understanding formulas used for analysis.
- Experience with Salesforce (or other database management systems).
- Willingness to learn with a strong drive towards finding solutions.
- Ability to maintain appropriate professional and personal boundaries with high integrity.
- Understanding of, and commitment to, anti-racism, social justice, and HPP’s mission and organizational values.

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- HPP recognizes the value of having a staff that brings a wide range of perspectives to this work based on language, ethnicity, race, gender, socio-economic background, political beliefs, sexual orientation, and disability. We are committed to maintaining a diverse, multicultural working environment and particularly encourage applications from candidates with lived experience in the communities we seek to serve.

PREFERRED QUALIFICATIONS:
- Experience with contract reporting and/or contract compliance.
- Experience in, and knowledge of, working with diverse communities.
- Experience with community-based participatory research or other forms of qualitative research.
- Experience with program evaluation and data management in a non-profit or community setting.
- Spanish speaking.

Physical Requirements: TB test required annually. Covid 19 vaccination required. This position requires the ability to work under stress and handle multiple project deadlines. The position may require moderate lifting.

Work Environment: Fast-paced, multi-cultural, collaborative work environment

Hours: 39 hours/week

FLSA Status: Non-exempt

Reports to: Senior Program Evaluation Manager
Directly Supervises: None
Salary: DOE + excellent benefit package

Please reply with Program Evaluation Analyst in the subject line to jobs@homelessprenatal.org. Applications must have the job title in the description to be accepted.

The Homeless Prenatal Program is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

About HPP:
The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Family Case Managers, the majority of whom were once HPP clients themselves. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization’s inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Childcare Center, Housing Assistance, Emergency Services and Case Management.