

## **Emergency Assistance Data Analyst I - (2300036U)**

### **Department of Housing and Community Development (DHCD is seeking an Emergency Assistance Data Analyst I in the Division of Housing Stabilization!**

#### **AGENCY MISSION:**

Department of Housing and Community Development (DHCD) is within Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents.

DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent affordable housing opportunities, economic vitality of communities and sound municipal management.

#### **OVERVIEW OF ROLE:**

The Emergency Assistance Data Analyst I (EADA I) applies various research methods to mine, collect, examine, validate, and organize data and derive insights and present information from data analysis, primarily supporting state funded homelessness services including the Emergency Assistance (EA) family shelter program, which is administered by DHCD Division of House Stabilization (DHS). The EADA I will support the continued development and maintenance of DHCD's implementation of Efforts to Outcomes (ETO) software, the EA system's primary data system, which is used to determine program eligibility, track shelter placements, and conduct case management, rehousing, and post-shelter stabilization. The EADA I will support the DHS data team in ensuring the ETO data is well-organized, quality-controlled, and accessible. This position will use information from ETO and other relevant systems to extract, aggregate, and visualize critical data to derive value and insights to support EA program administration and policy development. This position plays an important role in responding to internal and external data requests related to the EA program and well as assisting DHS is meeting legislatively and other legally required reporting needs. The incumbent will develop clear and concise presentations of data analysis, including any findings and recommendations.

#### **DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):**

##### **1) Reporting:**

- Develop reports using EA data for homeless coordinators, shelter placement staff, Americans with Disabilities Act (ADA) coordinators, contract managers, and providers to inform day-to-day program operations and create administrative efficiencies.
- Develop reports and queries to extract EA data to fulfill legislatively and other legally required program reporting
- Generate extracts of DHS data for DHCD dashboards and other agency-wide initiatives

##### **2) Analysis & Verification:**

- Analyze EA data for program managers to inform program development and policy changes.
- Verify data for accuracy by reviewing data patterns, reports, and performance indicators to locate and correct code or process problems or inaccuracies in raw source data.
- Organize and examine EA data for transfer to external entities based on interagency data sharing agreements.
- Support the state's homeless data warehouse, the Rehouse Data Collective, by ensuring regular automated transfer of EA data with accurate exports.

##### **3) Collaboration:**

- Review requests for information about DHS programs and collaborate with requesters to determine business objectives or problem statements to effectively provide the data to information business decisions
- Collaborate with division teams to identify key analytic questions of interest to support decision making.

#### **4) Presentations:**

- Generate reports, visuals, and presentations of EA data for presentation to diverse audiences.

#### **PREFERRED QUALIFICATIONS:**

1. Experience with any of the following is preferred: APIs, MySQL, Business Intelligence Tools (Microsoft Power BI, Tableau, etc.), statistical analysis software (Stata, etc.).
2. Extensive experience with Microsoft Office applications, including Word, Excel and Access with at least intermediate proficiency using these applications.
3. Ability to communicate clearly and effectively both orally and in writing, including the ability to determine the proper format and procedure for assembling items of information, with attention to detail and thoroughness for program evaluation and follow-up.
4. Ability to compile statistical data.
5. Knowledge of Emergency Assistance program and homelessness services more generally.
6. Strong analytical capabilities and demonstrated experience with data analysis and presenting of findings.
7. Understanding of Emergency Assistance program and homelessness services more generally.
8. Ability to take initiative, work independently with minimal supervision and collaboratively in a team setting.
9. Excellent time management skills, including the ability to prioritize work, escalate issues, adjust to changing priorities and meet required deadlines.

#### **COMMENTS:**

**Please upload resume and cover letter.**

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days, as needed.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

#### **QUALIFICATIONS:**

**First consideration will be given to those applicants that apply within the first 14 days.**

Minimum Entrance Requirements: Applicants must have (A) at least two years of full-time or equivalent part-time professional or technical experience performing related duties that include business data recovery, analysis, query design, reporting and statistical analysis; or (B) any equivalent combination of the required experience and the substitutions below

Substitutions:

- I. A Bachelor's degree or higher with a major in Mathematics, Economics, Computer Science, Information Management, Statistics or a related field may be substituted for the required experience

#### **Comprehensive Benefits:**

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future. Want the specifics? [Explore our Employee Benefits and Rewards!](#)

At <https://www.mass.gov/commonwealth-employee-benefits-and-rewards>

**Official Title:** Data Analyst I  
**Functional Title:** Emergency Assistance Data Analyst I  
**Primary Location:** United States-Massachusetts-Boston-100 Cambridge Street  
**Job:** Information Systems and Technology  
**Agency:** Department of Housing & Community Development  
**Schedule:** Full-time  
**Shift:** Day  
**Job Posting:** Mar 3, 2023, 8:31:57 AM  
**Number of Openings:** 1  
**Salary:** \$71,428.50 - \$102,981.06 Yearly  
**Bargaining Unit:** 06-NAGE - Professional Admin.  
**Confidential:** No  
**Hybrid Work Eligible:** Yes

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator:** Jessica Molina - 8572480160

**Executive Order #595:** As a condition of employment, successful applicants will be required to have received COVID-19 vaccination or an approved exemption as of their start date. Details relating to demonstrating compliance with this requirement will be provided to applicants selected for employment. Applicants who receive an offer of employment who can provide documentation that the vaccine is medically contraindicated or who object to vaccination due to a sincerely held religious belief may make a request for exemption.

**An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

#### **HOW TO APPLY**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=2300036U>