

Habitat for Humanity Greater San Francisco
DIRECTOR OF MEASUREMENT & LEARNING
www.habitatgsf.org

POSITION SUMMARY

Full time; Exempt
Reports to: Chief Operating Officer
Location: San Francisco

The Director of Measurement & Learning will join Habitat for Humanity Greater San Francisco at an exciting time of growth and change as we seek to expand homeownership and strengthen communities in Marin, San Francisco, and the Peninsula. Habitat Greater SF has spent the last year focused on refining its model for impact, getting clear on what outcomes we will hold ourselves accountable for in our work with families, communities, and volunteers. The Director will work closely with programs teams—homeownership development, neighborhood revitalization, and volunteer services—to develop strong systems to measure our progress and, equally important, evolve these systems over time to better incorporate systematic feedback from homeowners and community residents.

The Director will also be charged with developing approaches for learning and improvement across the full organization; these approaches will be vital as the size and diversity of our portfolio of work grows: by 2020 Habitat Greater San Francisco seeks to have a portfolio of over 500 homes and will be working extensively on broader revitalization efforts in city of East Palo Alto and in the Bayview neighborhood of San Francisco.

To support these ends, the Director will come with deep experience in performance measurement and will have worked on-the-ground in diverse communities. S/he is a natural relationship builder who has a track record of working successfully across organizations and departments to accomplish big goals.

HABITAT GREATER SAN FRANCISCO VALUES

Successful Greater San Francisco Habitat team members share the following characteristics:

- The belief in a hand up, not a hand out
- A “go above and beyond” attitude—nobody here works just for a paycheck
- You thrive on constructive feedback and have a high level of integrity
- You do what you say you will do
- You are a creative problem solver that works across teams
- You love results and hate excuses

PRIMARY RESPONSIBILITIES

Constituent Engagement

- Lead efforts to incorporate input from homeowners, community residents, and volunteers as a means to improve and strengthen programs

- Implement the Net Promoter System or similarly systematic approach to collecting and immediately responding to feedback from constituents
- Support resident engagement efforts within Bayview and East Palo Alto, working wherever possible with community partners
- With program managers, identify new and support existing partnerships in communities where Habitat Greater SF works; where applicable, work with partners to develop formalized approaches to gaining input from constituencies
- Establish and manage a constituent advisory council or alternative approach to ensure that Habitat homeowners, community residents, and volunteers have a voice in improving our programs

Performance Measurement

- Refine and, in some cases, develop key measurement needs
 - Work with program teams to translate Habitat Greater SF's "impact model" into key near-term and longer-term outcomes that we will measure
 - Incorporate feedback from families and community residents into our day-to-day measurement and learning activities
- Develop and manage measurement systems
 - Lead collaborative process to identify what system(s) will be best suited our measurement needs (note: we have recently migrated to HomeKeeper, a Salesforce system and believe it may fit many if not all measurement needs)
 - Where different systems are required, identify how they will interact with one another to simplify data collection and reporting
 - Identify long-term measurement strategy, including how we will measure outcomes over a long time horizon (many families will remain Habitat homeowners for 20-30 years), considering the role of external evaluation when/where possible
- Support broader reporting and compliance needs for the organization
 - Lead process to update board reporting and organizational dashboard
 - Work with fund development and other departments to share data, outcomes and potential implications during a time of organizational growth
 - Identify opportunities for measurement systems/processes to support broader compliance and reporting needs (e.g. for grants, loans, etc.)

Team Leadership

- Collaborate on and, at times, lead organization-wide initiatives that address interplay between Habitat Greater SF's growth goals the systems/processes we need to continue to learn and improve; this is likely to include developing Habitat Greater SF's approach to knowledge management
- Serve as a coach and mentor to program staff as they use data to inform decisions
- Create a supportive team environment that stresses the importance of collaboration and team learning, including learning from failure

SKILLS AND QUALIFICATIONS

- Experience identifying outcomes and building systems and processes to collect, reflect on, and report these within and outside the organization
- Experience working with and for diverse communities (e.g. human services, community outreach, community advocacy efforts, etc.)
- Track record of project management, particularly of complex, cross-functional initiatives

- Strong relationship builder across diverse stakeholders, including board of directors
- Strong analytical skills; statistical experience a plus
- Excellent written and verbal communication skills

Education and Other Requirements:

- At least five years of experience in performance measurement and/or constituent engagement
- Bachelor's degree required; Master's in related field a plus
- Other requirements
 - Able to work nights and weekends as necessary
 - Able to travel to sites/communities across Marin, SF, and the Peninsula
 - Must be able to pass felony and misdemeanor background check

COMPENSATION

Salary is commensurate with experience. This full-time position offers health, dental and vision insurance, twenty paid days off, 403B retirement and other benefits.

INTERESTED APPLICANTS

Learn more about Habitat Greater San Francisco and download a copy of the employment application at www.habitatgsf.org. This position is based in San Francisco.

To apply, email the following to careers@habitatgsf.org. Please include "Director of Measurement & Learning - Your Last Name" in the subject line. **Incomplete applications will not be accepted.**

1. Habitat Greater San Francisco Employment Application
2. Compelling cover letter with salary requirements
3. Current resume