

Data Analyst, Homelessness Prevention

Position Overview

The Data Analyst for the homelessness prevention programming must be detail-oriented and have a passion for housing justice. This position will be working with UCHC's Customer Relationship Management software Salesforce as well as the statewide reporting database HMIS. As such any prior knowledge or experience with Salesforce and/or HMIS would be preferred (but not required). This position will need to be comfortable navigating various spreadsheets and databases to find required information on clients' eviction prevention cases. Some basic legal knowledge is necessary for an applicant to be successful in this position, though not a requirement for applying for the position. This position requires excellent attention to detail to ensure accurate input of sensitive client information, and follow-through to ensure client data reaches all staff and locations necessary. This position has very little client interaction, but the output of the position significantly impacts the work that UCHC and the homelessness prevention programming does. The Data Analyst will serve under the Director of Data Analytics and will work closely with the Housing Placement Team.

Responsibilities include but are not limited to:

- Organizing files and entering sensitive client information into internal and external databases, Salesforce and HMIS
- Entering, updating, and closing out program information program data into our internal database, Salesforce, efficiently and accurately
- Assessing a client file for complete information and navigating various forms to find said information
- Develop reports and analytic database dashboards to assist with workflow monitoring, production reporting, funder impact reporting, and other reports as needed to use program data to drive efficiency and track services
- Assisting with looking up necessary information to assist counselors and fill gaps in data
- Communicating with other data staff members and counselors regarding gaps, inconsistencies, and conflicts in client data
- Create and maintain workflows to document data entry, analysis, and reporting processes
- Resolving clients' eviction prevention cases in the various CRM software the organization employs, dependent on case resolution
- Administering regular data cleaning tasks to improve Homelessness Prevention programming data quality, and
- Keeping sensitive client and organization information confidential.
- Performs other duties as required.

Preferred Qualifications

- Possess a high school diploma or GED (additional education or training preferred)
- Possess high accuracy and speed with keyboard typing
- 2+ years experience with data entry, statistics and data analysis



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- Intermediate knowledge of and experience with Microsoft Office (Excel, Word, OneDrive, Forms, SharePoint), Google Suite, Adobe Suite, and other related platforms
- Skills and experience with Microsoft Excel and Salesforce software highly preferred
- Experience with PowerAutomate preferred
- Have an obsessive desire for accuracy with an exceptional eye for details
- Comfortability doing monotonous and repetitive tasks while still maintaining high speed and accuracy, and
- Act as a team player who can also work independently to follow through with tasks

Personal Characteristics

- Excellent attention to detail
- Ability to perform tedious tasks for long stretches of time with high accuracy and speed
- Ability to comfortably ask questions when a directive or situation is unclear
- Ability to multi-task, prioritize several programs and collaborate with other internal and external partners
- Ability to participate in conversations surrounding programmatic administration
- Ability to work effectively in a fast-paced environment with low supervision
- Interest in solving problems and answering questions in relation to eviction matters
- Strong interpersonal skills and an ability to work within a diverse team on training and collaboration
- A highly resourceful team player, able to handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures
- Interest in helping fight the eviction crisis and understanding various eviction structures at the municipal, state and federal levels, and
- Considers client confidentiality and data integrity a high priority.

Specifics

- Full-time position with benefits including 100% premium paid health, dental, vision, STD, LTD, Group Term Life Insurance; with generous paid time off and holidays.
- The rate of pay for this position will be commensurate with experience and qualifications.
- UCHC believes that an in-person environment is conducive to better team building, communication and overall team effectiveness. This position is a hybrid of in-office and remote at this time.
- Schedule: 9:00 - 5:00 Monday - Friday, though some additional time may be required depending on agency needs.
- Accommodations can be made to enable the selected candidate to perform the essential functions of this position.
- Expected start date, as soon as possible. Applications are now being accepted and reviewed.
- Position open until filled.

Applicant Instructions

Interested candidates should send a resume, a [completed employment application](#), cover letter, and three references to employment@uchcdetroit.org



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About UCHC

The United Community Housing Coalition (UCHC) is a nonprofit comprehensive housing assistance organization, which has provided a variety of housing-related services to Detroit's low-income residents since 1973.

The organization has worked with tenants, homesteaders, homeowners, the homeless, community organizations rebuilding neighborhoods and providing affordable housing, religious, civil rights, labor, and housing advocacy organization to improve, preserve and expand affordable housing opportunities for low-income Detroiters.

UCHC has been a leader in addressing housing crisis' for low income Detroiters to prevent evictions, stop foreclosures, and create homeownership opportunities for households missed by more traditional programs.

Because of its long history and significant expertise as a comprehensive housing services provider in Michigan, the organization is frequently asked to provide advice to other organizations in communities across Southeast Michigan.

All services are provided to income-eligible families and individuals free of charge.

For more information about our organization, visit www.uchcdetroit.org.

United Community Housing Coalition provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, United Community Housing Coalition complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including but not limited to recruiting, hiring, placement, promotion, and termination. Consistent with state and federal laws, UCHC is committed to maintaining a workplace free from the abuse of drugs and alcohol.