



Impact Coordinator Job Description
PROJECT HOPE ALLIANCE, COSTA MESA, CA

Mission: Ending the cycle of homelessness, one child at a time.

PHA Philosophies:

- We start with the conviction that *all things are possible* for homeless children.
- We believe *our investment in children will yield a present and future dividend*. We end homelessness today and prevent homelessness tomorrow by journeying with youth into a future that does not include homelessness.
- All of our focus is on *ensuring that youth experiencing homelessness do not become homeless adults*; our work is to be *generational disruptors*.
- We *serve youth aged 5 to age 24* because we *believe journeying with them to adulthood will disrupt generational homelessness*.
- *We help youth, by supporting their parents*. At the same time, we resource the parent only if it benefits the youth.
- We are *called to* provide youth with opportunities and eliminate barriers, so they are *free to believe* that *all things are possible for themselves*.
- We *walk alongside families and youth in partnership*, giving them *dignity while fostering independence, stability, and HOPE*.
- Our *work is not finished* until our *Community is able to meet the needs for the housing, educational, social-emotional, opportunity, health, and esteem needs of youth*. Our greatest achievement would be to be no longer needed.

Job Title: Impact Coordinator

Location: [Costa Mesa,CA]

Reports to: Manager of Program Impact

FSLA Classification FT, Exempt

Supervises Others: No

Salary Range: \$60,000-\$65,000, depending on experience

Overview:

The Impact Coordinator will support the organization's program operations by monitoring the CRM, creating research tools such as surveys, interview protocols, and focus group guides,

conducting partner and client surveys, and creating presentations to communicate data findings for both internal and external stakeholders. This role is ideal for someone looking to expand their early career in data management within the nonprofit sector. The successful candidate will be detail-oriented, eager to learn, and passionate about using data to drive positive change.

KEY RESPONSIBILITIES:

The primary role of this position is to listen to the needs of the community and internal team members through gathering input and fostering a culture of continuous improvement. This role collaborates with the Program, Impact, and Partnership Team to develop tools for data collection, analyze results, present findings, and create plans for continuous quality improvement. All of this is done with youth at the center, and the needs of youth experiencing homelessness will ensure we prioritize people over process.

1. Program CRM Monitoring

- Assist in the daily operations of the organization's Program CRM system (Salesforce)
- Help ensure data integrity by performing data entry, updates, and regular audits.
- Support the development and implementation of standardized data entry and management protocols.
- Collaborate with Program and Development teams to ensure system and utilization efficacy

2. Partner and Client Surveys

- Assist in designing and implementing surveys to gather feedback from partners and clients.
- Collaborate with the program team to identify key survey objectives.
- Analyze survey data to identify trends and insights.
- Ensure the confidentiality and ethical handling of survey data.
- Assist in facilitating focus groups with external stakeholders

3. Data Analysis and Reporting

- Help generate reports on program performance and client satisfaction.
- Assist in creating custom queries and reports to meet the needs of various departments.
- Support the analysis of data trends to provide actionable insights for program improvements.

4. Presentation Development

- Assist in developing presentations, communicating survey findings, and explaining program outcomes to various stakeholders.
- Help create visualizations and infographics to convey data effectively.

- Tailor presentations to various audiences, including internal team members, partners, clients, and funders.

5. Training and Support

- Provide basic training and support to staff on CRM functionalities and data management best practices.
- Assist in developing user guides and documentation for internal use.
- Help troubleshoot and resolve CRM-related issues.

QUALIFICATIONS:

Education and Experience:

- Bachelor's degree in Information Management, Business Administration, Nonprofit Management, Data Science, or a related field.
- Experience in data management or the nonprofit sector is a plus but not required.

Skills and Competencies:

- Basic understanding of CRM systems (e.g., Salesforce, Zoho) and data analysis tools.
- Proficiency in Microsoft Office, particularly Excel.
- Strong attention to detail and commitment to data accuracy.
- Good organizational and project management skills.
- Ability to work collaboratively with cross-functional teams.
- Must be able to manage own time, establish schedules, and meet deadlines, including managing multiple projects at the same time.
- Requires excellent organizational and communications skills as well as initiative.
- Excellent communication and interpersonal skills.
- Ability to be flexible with changing needs and priorities.
- Eagerness to learn and develop new skills.
- *Proof of COVID-19 vaccination required*

Preferred Qualifications:

- Familiarity with data visualization tools (e.g., Tableau, Power BI) is a plus.
- Knowledge of nonprofit program management and evaluation practices is a plus.

PHYSICAL REQUIREMENTS:

This is largely a sedentary position that requires the ability to speak, hear, and see, and to lift small objects up to 20 lbs. May require the ability to travel locally and/or regionally. The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

