



Job Description: Data & Compliance Manager

Status: Full-time Exempt

Reports to: Assistant Director

Currently Supervises: N/A

Schedule: 8-hour shift | Mon-Fri

Work Location: In person

Salary Range: \$50,000 - \$57,000 *(annual)*

Our Mission

Lincoln Park Community Services (LPCS) brings communities together to empower individuals facing homelessness and poverty to secure stable housing and make sustainable life changes.

Job Summary

The Data & Compliance Manager at Lincoln Park Community Services reports to the Assistant Director, overseeing data integrity and contract compliance for current and emerging programs. Responsibilities include managing program compliance, leading initiatives, overseeing databases, and training staff. This role ensures alignment with contracts, emphasizing Housing First and Harm Reduction frameworks. Strong attention to detail, a systems-oriented mindset, and the ability to manage data and compliance systems are essential.

Responsibilities

- Ensure comprehensive support of LPCS programming that must be designed for optimum success, following education, training and implementation of defined program goals and objectives.
- Manage the Point-In-Time Initiative, annually.
- Assist the Program Director in establishing and maintaining systems that ensure compliance with housing-first frameworks and low-barrier thresholds, ensuring that all processes align with these standards while effectively serving LPCS guests.
- Collaborate with the Program Director to ensure contract compliance by aligning efforts and maintaining a unified focus on advancing deliverables and program scopes of services.
- Occasionally participate in or facilitate team meetings with a focus on compliance, complementing efforts to ensure contract adherence and the advancement of deliverables and program scopes of services in collaboration with the Program Director.

- Ensure compliance within finance, operations, and administration teams on all building/site-related projects, operations, and maintenance efforts to promptly resolve issues within programs.
- Assist the Program Director and Program Manager in ensuring that all staff have ClientTrack and HMIS accounts within 60 days of hire.
- Serve as a trainer for ClientTrack and support new staff in completing their HMIS training.
- Complete and submit monthly compliance reports to the Assistant Director and CEO, detailing any outstanding monitoring or audits, upcoming monitoring or audits, and ensuring data integrity.
- Assist the Program Director in designing and implementing standardized team processes that comply with organizational policies and regulatory requirements. Ensure these processes align with a low-threshold, trauma-informed care framework, emphasizing harm reduction and a housing-first approach.
- Monitor contract adherence and goals, assist in preparing progress reports to ensure programs meet objectives, maintain compliance with state and federal contracts, and liaise with funders to address any concerns.
- Actively collaborate with the vendor to enhance ClientTrack system by improving reporting fields and expanding the overall utility of record-keeping within ClientTrack. Seek opportunities to optimize and streamline ClientTrack to better serve our needs.
- Manage the compliance of the On Track Program to ensure it maximizes positive outcomes for every shelter or service participant.
- Regularly attend trainings and meetings to stay informed about policy changes from AllChicago, HUD, DFSS, and other funders. Report findings to improve program execution and ensure compliance.
- Maintain and strengthen relationships with funders and community providers to enhance program performance and ensure compliance.
- Communicate with external entities using discretion, ensuring the agency is represented positively by emphasizing our successful outcomes and ongoing efforts.
- Maintain a compliance calendar that informs all departments of upcoming contract and compliance matters, ensuring organization-wide alignment.
- Develop standardized processes for audits and monitorings that can be implemented across all departments and programs. Ensure that all team members have real-time access to relevant documents and reports, enabling effective collaboration and input throughout each stage of the process.

Qualifications

- Bachelor's degree in a related field or equivalent experience required; Master's degree preferred.

- 3-5 years of experience in data collection, reporting, and management.
- Ability to work independently and collaboratively within a team.
- Comprehensive knowledge of human service delivery systems, residential care, and resources for homeless populations.
- Strong multi-tasking abilities with a demonstrated capacity to manage multiple projects simultaneously.
- Excellent collaborative, organizational, and management skills.
- Flexibility in work schedule, including availability for weekends, evenings, and holidays as needed.
- Exceptional verbal and written communication skills.
- Strong interest in and commitment to LPCS's mission and vision.
- Knowledge of evidence-based social service models and proficiency in utilizing data dashboards and metrics to improve staff performance and guest outcomes preferred.

Equal Employment Opportunity Statement

Lincoln Park Community Services (LPCS) is an equal opportunity employer. LPCS does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.

Other Considerations

NOTE: *This job description is not intended to be all inclusive and employees may perform other duties as assigned.*

Benefits

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance