



Delivering Innovation in Supportive Housing (DISH)

Job Description:

Job Title: Impact & Evaluation Coordinator

Reports to: Senior Director of Community Development

Status: Full-time

Location: San Francisco / Hybrid

Compensation & Benefits: 70,000 – 85,000 **Depending on experience**

POSITION SUMMARY:

The Impact & Evaluation Coordinator supports participatory, resident-centered research and evaluation efforts that examine how community-based supportive housing programs impact resident wellness and housing stability. This entry-level role focuses on data collection, analysis, and learning in close partnership with residents and frontline staff.

The Coordinator helps ensure that resident perspectives and lived experience meaningfully shape evaluation questions, methods, findings, and program improvements.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Participatory Research & Amplifying Resident Experience

- Support participatory evaluation approaches that engage residents as partners in learning and improvement
- Assist with designing and administering resident surveys, focus groups, interviews, and feedback tools in collaboration with program staff
- Support ethical, trauma-informed, and culturally responsive research practices
- Help incorporate resident feedback and lived experience into evaluation questions, analysis, and interpretation
- Support synthesizing qualitative data to elevate resident perspectives and narratives alongside quantitative findings

Research, Evaluation & Impact Measurement

- Support implementation of evaluation plans focused on resident wellness, housing stability, and service engagement
- Clean, organize, and analyze quantitative and qualitative data to identify trends, outcomes, and insights
- Track key indicators related to housing retention, health and wellness, community connection, and resident engagement
- Maintain documentation of indicators, methodologies, and data definitions



- Support translation of findings into actionable recommendations for program improvement
- Collaborate with Fund Development, Public Policy and Community Development teams to understand program structures and desired outcomes of impact research and data collection

Data Systems & Quality

- Assess current data collection practices within DISH and City reporting
- Identify and support development of data collection systems to quantify the impact of resident programs, engagement and initiatives.
- Enter, validate, and audit data in internal systems related to programming and resident engagement.
- Support data quality assurance processes with attention to accuracy and equity
- Assist with improving data collection tools to better reflect resident experiences and priorities
- Respond to internal and external data requests in collaboration with department leads.

Learning, Reporting & Project Support

- Contribute to learning reports, presentations, and dashboards for staff, leadership, and funders
- Support grant and contract reporting related to outcomes and evaluation
- Assist with coordinating evaluation-related timelines, deliverables, and documentation

EDUCATION AND EXPERIENCE:

Required:

- Bachelor's degree in public health, social sciences, public policy, psychology, sociology, or a related field
- Some relevant experience (internships, coursework, fellowships, or early professional roles) involving research, evaluation, or community engagement
- Comfort working with qualitative and quantitative data
- Strong written and verbal communication skills
- Proficiency with Excel or Google Sheets
- Demonstrated interest in resident-centered, community-based, or participatory research

Preferred:

- Experience working directly with communities impacted by homelessness, housing instability, or health inequities
- Familiarity with qualitative methods (interviews, focus groups, coding)



- Experience with survey platforms or feedback tools
- Interest in equity-centered, trauma-informed, or participatory evaluation approaches

KNOWLEDGE, SKILLS, and ABILITIES:

- Respect for resident voice, dignity, and lived experience
- Thoughtful, ethical approach to data and research
- Detail-oriented and organized
- Collaborative and open to feedback
- Curious, reflective, and committed to learning
- Ability and willingness to demonstrate the DISH Mission, Values, and Service Commitments at all times
- Enthusiasm for working as a team member and ability to take direction from a supervisor
- Ability to assume leadership, take initiative, and exercise independent judgment.
- Ability to handle confidential personnel and financial matters appropriately.
- Expertise and willingness to work in a team driven environment
- Excellent verbal, written, and interpersonal communication skills.
- Ability to communicate effectively with people from diverse backgrounds, including people with active mental health issues, active substance use issues, and histories of homelessness and trauma.
- Ability and willingness to foster a professional and welcoming environment in all interactions with colleagues, residents, visitors, and vendors, regardless of differing backgrounds, beliefs, choices, and identities.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to reach, bend, walk, stand, and sit for extended periods. The employee must occasionally lift and/or move office supplies and/or packages weighing up to 15 lbs. Employee must have the ability to attend meetings, sit, listen, and use computer keyboard and mouse up to 7.5 hours per day. Frequently required to use a computer, phone, copier, and fax machine. Must be able to travel between the DISH Central office and DISH residential properties on a regular basis.

WORK ENVIRONMENT:

Incumbent will work in a shared office space with moderate noise level and periodic interruptions as well as occasionally working in one or more of our Single Room Occupancy, permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Most of the buildings are about 100 years old and have had varying capital and cosmetic



improvements. Typical shifts are weekdays and daytime. Special projects and on-call emergency response may require occasional schedule changes.

DISH SF EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

DISH is an “at-will” and equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance.

HOW TO APPLY

This position will remain open until filled. To be considered, please email your resume along with a brief statement describing your interest in the Impact & Evaluation Coordinator and your relevant experience to our Admin inbox at info@dishsf.org.