ELIGIBILITY TO APPLY

Anyone eligible is invited to apply for this position.

BACKGROUND

The Technical Designer – Data, Research & Evaluation supports organizational accountability, learning, advocacy, and data-informed decision-making across The 519 by coordinating and strengthening data management systems, research priorities and activities, as well as program and impact evaluation. The role supports a wide range of programs and services serving diverse 2SLGBTQ+ communities across Toronto and beyond, ensuring accurate, timely, and ethically managed data is available to meet funder requirements, inform service planning, demonstrate impact, and support informed advocacy and public policy recommendations.

This position provides technical, analytical, and systems design expertise for organization-wide service planning, monitoring, impact, evaluation, research, and knowledge management and translation activities. The role plays a key function in the administration, optimization, and quality assurance of The 519's Customer Relationship Management (CRM) system (Salesforce), and related data management and collection tools used across multiple departments. This includes supporting staff capacity-building, maintaining data integrity, and ensuring alignment between program delivery, reporting obligations, and strategic priorities in harnessing community strengths to meet community needs.

The position has a significant impact on The 519 by enabling evidence-based program development, supporting compliance with funding and legislative requirements, safeguarding sensitive information/MFIPPA compliance, and strengthening The 519's ability to communicate outcomes and advocate for systemic change affecting 2SLGBTQ+ and Downtown East (DTE) communities.

PRIMARY FUNCTION

Reporting to the Manager, Data, Research, Evaluation, the Technical Designer – Data, Research and Evaluation will support the development, design, maintenance, and ongoing evolution of program evaluation, program review, advocacy and data management at The 519. The successful applicant will provide technical design support, quality assurance, and analytical reports and insights to The 519's planning, monitoring, impact, evaluation, research, and knowledge management and mobilization work.

KEY ACCOUNTABILITIES

- Coordinate the development, design, implementation, maintenance, expansion, evaluation and continuous improvement of organization-wide data collection and management tools and practices, research, and evaluation initiatives that inform

program planning, service delivery, community trends monitoring, reporting, and advocacy.

- Work cross-organizationally to coordinate the design, implementation, optimal use, and continuous improvement of The 519's CRM system (Salesforce) - by capturing program and service deliveries, funder requirements, and reporting needs – and converting them, into system functionalities and design features.
- Provide training, technical assistance, and capacity-building support to staff to promote consistent, accurate, and effective use of data systems and tools.
- Administer data quality assurance processes, including data validation, cleanup, and monitoring, and identify and report material data integrity or performance issues to the Manager.
- Collect, maintain, and analyze service delivery and program data, and optimize use of data application to support service/business planning, internal learning, evaluation activities, advocacy initiatives, and identification of emerging community trends and issues.
- Conduct policy, program, and service delivery research and analysis on a range of topics related to 2SLGBTQ+ communities, DTE residents, community needs, and organizational priorities.
- Compile and maintain data, research, and evaluation reports, datasets, and supporting documentation, ensuring accessibility, version control, and appropriate confidentiality safeguards, upholding MFIPPA obligations.
- Contribute to the development of recommendations to improve program evaluation, research, and data governance frameworks, data collection methods and tools, reporting processes, and knowledge management practices.
- Using mixed methodologies, maintain appropriate record-keeping, conduct thoughtful data collection, research, evaluation and analysis contributing to the preparation of regular, timely, and relevant reports that support strategic programming, advocacy, partnerships, and decision-making.
- Support the review and coordination of external research requests involving The 519's staff, program participants, volunteers, or data, including assessing alignment with strategic priorities, organizational capacity, ethical considerations, agreements, and mutual benefit.
- Contribute to the preparation of briefing materials, summary reports, statistical summaries, and presentations for internal and external stakeholders, documenting findings, data sources, options, and recommendations. This includes funding compliance, strategic planning, partnerships, and advocacy.
- Facilitate the collection, storage, and management of confidential and sensitive information related to operations, community members, staff, and organizational resources, ensuring compliance with privacy and data protection legislation.
- Apply strong judgment and attention to detail when managing sensitive or high-risk data and information.

- Implement and comply with organizational policies, procedures, and applicable legislation and regulations, including MFIPPA and other relevant data protection requirements.
- This role requires frequent collaboration and communication with internal teams and, at times, external researchers, funders, and partners to align expectations, clarify data requirements, and resolve issues related to data access, quality, and reporting.
- Engage in continual capacity building endeavours by completing all required trainings and identifying and embracing opportunities for self-improvement and learning.
- Complete annual workplans.
- Implement and abide by The 519's policies and procedures and meet the expectations of the Toronto Public Service By-law. Comply with all applicable legislation and regulations including coordination and training of volunteers (where applicable), confidentiality, MFIPPA and purchasing and inventory control systems.
- Participate in and support The 519's cross-organizational activities, initiatives, and meetings.
- Ability and comfort working in community wherein some community members are marginalized, experiencing homelessness, poverty, mental health and substance use crisis.
- Sound decision-making and judgment skills with the ability to effectively manage communications with a wide range of stakeholders.
- Other relevant duties as assigned.

KNOWLEDGE AND EXPERIENCE

1) Customer Relations Management certifications (e.g. Salesforce, HubSpot, Microsoft Dynamics 365 etc.) and/or post-secondary education in information technology, computer science, data analytics, research methods, or a related field, or an equivalent combination of education and relevant work experience.
2) Demonstrated technical experience and expertise in design, coding, and working with CRM systems (e.g. Salesforce), and experience integrating CRM databases with data collection and online form-building tools (e.g., JotForm, Formstack, Form Assembly etc.).
3) Highly proficient in community business service design and excellent computer proficiency with Microsoft Office applications (Word, Excel, Outlook) and data analysis and reporting tools with a high level of attention to detail.
4) Understanding of, and commitment to data equity and justice, including the intersection of gender, race, sexuality, age, immigration status, and class in data collection, analysis, and use.
5) Demonstrated expertise in managing, safeguarding, and securing sensitive and confidential information within CRM systems, including knowledge of data governance,

data security best practices, and privacy compliance as well as liaising with IT managed service providers.

6) Strong analytical, problem-solving, and critical-thinking skills, with the ability to identify and resolve data integrity, system configuration, and user-support issues.

7) Strong understanding of research and evaluation methodologies, frameworks, and practices.

8) Excellent written and verbal communication skills, including the ability to prepare clear reports, summaries, and presentations for diverse audiences.

9) Strong organizational and time-management skills, with the ability to manage multiple tasks and deadlines.

10) Ability to work independently and collaboratively in a cross-functional environment.

11) Fluency in a second language is an asset.

12) Commitment to social justice principles and an understanding of the intersection of gender, race, sexuality, and class; this position requires a commitment to and passion for social justice.

13) Demonstrated ability to work with 2SLGBTQ+ communities including demonstrated experience integrating anti-racism, anti-oppression and intersectional values and principles into daily practice.

14) Demonstrated understanding of the role that community centres play in local neighborhoods.

15) Demonstrated ability to work both independently and within a team structure.

16) Excellent interpersonal skills with the ability to maintain cooperative working relationships with staff, volunteers, community partners, program participants and the public.

17) Ability to follow verbal and written instructions in English.

18) Ability to read, write, and maintain manual and electronic records and reports.

19) Working knowledge of MFIPPA and other relevant legislation.

20) Well-developed conflict resolution, problem-solving and communication skills.

21) Demonstrated ability to work under pressure to meet deadlines, to organize and prioritize work.

22) Demonstrated ability to work both independently and within a team structure.

POSITION DETAILS

Position Status	Full-Time Temporary; 1-year contract with opportunity for extension or conversion to ongoing
Union Status	Union Position - CUPE Local 2998 – Wage Grade 9 – *currently under review*
Starting Hourly Rate	$29.36/hour starting rate (City of Toronto 2026 Wage Grid for Union Staff) (Range $29.36/hour-$34.00/hour) – *currently under review*

Benefits	Enrolled in employer-paid health, dental, life and disability benefits after probationary period; Optional OMERS pension enrollment from day one.
Hours of Work	35 hours per week, including weekdays and occasional evenings and weekends
Vacation	3 weeks per year; eligible for use after first year of employment, or paid out at end of contract
Location	Due to the nature of the work, this is a hybrid position with both on-site and remote work required.

APPLICATION INSTRUCTIONS

Email your cover letter and resume as one document to Careers@the519.org no later than **11:59pm on Sunday, January 25, 2026**. Please quote **Job #26-02** and your name in the cover letter and in the subject line of the email. For example, in the subject line write "Job 26-02 First Name Last Name". Please also share **which pronouns you would like us to use** when corresponding with you (directly and within The 519) in your email or your cover letter.

Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.

The 519 actively encourages applicants from all equity seeking groups. The 519 embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants. No agencies please.

Accommodation: The 519 is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.