Sacramento Steps Forward
HMIS Lead Data Analyst Job Description

Job Title: HMIS Lead Data Analyst
DEPARTMENT: Data Analytics and HMIS
REPORTS TO: HMIS Program Manager
STATUS: Non-Exempt, Full-Time
PREPARED DATE: 1/2/2020

ABOUT SACRAMENTO STEPS FORWARD:

Sacramento Steps Forward (SSF) is a 501(c)(3) nonprofit organization committed to ending homelessness in our region through collaboration, innovation, and connecting people to services. Walking side-by-side with our partners, we seek to provide people experiencing homelessness with the support and services they need to find stability and long-term housing. SSF uses a collaborative, data-driven, outcomes-based approach to help ensure individuals and families experiencing homelessness have access to housing, employment, healthcare, education and other resources for economic stability and an improved quality of life.

Homeless Management Information System (HMIS) is a HUD compliant technology system that is used by homeless service providers to collect confidential client-level data including demographics, history of homelessness, services accessed, and service needs. In Sacramento and Yolo Counties, HMIS is managed by Sacramento Steps Forward using BitFocus' Clarity Software.

POSITION SUMMARY:

The Lead Data Analyst plays an essential role in developing the most effective means for enabling leaders and community partners to access and act on data from HMIS when addressing the issue of homelessness. The Lead Data Analyst extracts, transforms and analyzes data that is then shared in the optimal manner. Data can be shared as raw details, reports or dashboards and other visualization tools. The needs of the community are evolving, and the Lead Data Analyst helps ensure that the HMIS team shares data through accurate and innovative means.

This position is a vital member of interdisciplinary teams both within SSF and amongst community partners. In addition, this position will supervise, mentor, and guide other SSF Data Analysts.

An ideal candidate will have strong data analysis and problem-solving skills for delivering high quality

solutions. Strong technology, analytical and communication skills are necessary traits. The Lead Data Analyst will analyze current implementation and define best practices or areas to improve business processes. Day to day activities will include managing one or more direct reports and working closely with project leads, analysts, infrastructure, and database staff to ensure project activities are aligned with functional objectives.

RESPONSIBILITIES:

Data transformation and analysis (approx. 75%)

- Create detailed reports and other tools to help address the priority areas for understanding and addressing homelessness.
- Develop plans to continue work on analyzing trends and system needs along with innovative means of sharing outcomes or findings.
- Enhance reporting capabilities for users to assess their own data and have tools for understanding compliance issues and needs for their funding requirements.
- Provide ongoing data quality analysis and reporting oversight as a member of the Data Analytics Team. Develop new and improve existing interactive data visualizations.
- Understand the business requirements and technical language and work with developers to write and read complex queries within SQL/Python Web/Data Warehouse platform.
- Develop content for an online reporting platform.

Relationship building (approx. 20%)

- Work closely with internal and external users and project leads to identify ways to provide necessary data and reports and to understand and address any challenges.
- Participate and, in some cases, lead data related meetings with both internal and external teams.
- Develop a strong relationship with software vendors to ensure the important flow of updated information and reporting of any system challenges.
- Demonstrate comfort in sharing work and data outcomes in public forums, as needed.

Other tasks (approx. 5%)

- Perform data entry when needed or required.
- Actively participate in staff and team meetings.
- Other duties as assigned.

SKILLS AND QUALIFICATIONS:
- Minimum of a Bachelor's Degree in Information Systems, Computing, Statistics or related fields.
- Two to four years programming and report-writing experience.
- Familiarity with cloud architectural design, management and monitoring.

- Experience with Tableau or other data visualization tools for creating visual representations of data.
- Experience with HMIS and Looker is desired but not required.
- High-level of knowledge and competency in relational database management systems.
- Experience with Structured Query Language (SQL), Microsoft T-SQL and R.
- Proficiency with SAP Business Objects Web Intelligence a plus.
- Experience Microsoft Power BI and/or SSMS toolset.
- Experience with creating and maintaining technical documentation.
- Good working knowledge/skills with Microsoft Office Suite of products including, but not limited to, Word, PowerPoint, familiarity with high-level Excel formulas and features is preferred.
- Strong analytical and problem-solving skills.
- Excellent communication skills; ability to convey information in a clear and concise manner to groups with varying levels of technical expertise.
- Self-motivated with the ability to prioritize, meet deadlines and manage changing priorities in a fast-paced environment.
- Proven ability to be flexible and work hard, both independently and in a team environment.
- Willingness to work occasionally outside of normal business hours and to take on more responsibilities.
- A strong work ethic, integrity and the highest ethical standards are expected.

Certificates, Licenses, Registrations: A valid driver's license and proof of current insurance.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit, stand and walk; use hands to finger, handle, and feel; reach with hands and arms; talk, hear and drive to partner agencies. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

- Workplace is a smoke and drug-free environment.

- Intermittent travel to off-site locations required.
- Position requires frequent and regular computer and phone use.
- This position requires attendance during regular business hours from 9:00 AM to 5:00 PM , Monday through Friday. Occasional night and weekend hours may be required

COMPENSATION:

Salary is commensurate with experience. Comprehensive benefits package (with some employee contributions) includes medical, dental, vision and disability insurance.