

Sacramento Steps Forward Coordinated Entry Data Quality Specialist Job Description

Job Title: Coordinated Entry Data Quality Specialist
Department: Coordinated Entry
Reports To: Coordinated Entry Program Manager
FLSA Status: Non-Exempt, Full-Time

ABOUT SACRAMENTO STEPS FORWARD:

Sacramento Steps Forward 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.

POSITION SUMMARY:

The role of the Data Quality Specialist includes technical and analytical support to the Coordinated Entry System (CES) Department to ensure data quality and the maintenance of an accurate and up to date Community Queue. This role also helps to cross-match the client's needs with the criteria the housing providers have determined to ensure a positive experience for all parties involved.

The Coordinated Entry Data Quality Specialist will work in collaboration with the Homeless Management and Information System (HMIS) Department to monitor the effective linkages of system referrals in HMIS and conduct quality assurance reviews to uphold data integrity of the referral process and quality of data within the HMIS system as it relates to CES. The Data Quality Specialist will support the CES Department by working with clients to gain the most up-to-date information, working with service providers to document eligibility criteria, and developing analytical reports to track client progress through the Homelessness Response System. Duties will also include compliance monitoring activities as outlined by the US Department of Housing and Urban Development (HUD) regulations governing HMIS.

RESPONSIBILITIES:

- Interviewing clients to gain the most up-to-date information, assisting providers to develop their own quality assurance processes that ensure a client's complete information is available for a successful program match;
- Interviewing housing providers to document program eligibility, current and upcoming availability, vacancy rates, ADA compliance, and other information to help ensure the clients are successfully matched with the program that best fits their needs;
- Daily review of the Community Queue and other client sensitive information, reviewing and improving data quality on electronic records and physical client documents, and developing, maintaining and documenting standard operating procedures;
- Reviewing the Community Queue for outdated information on a regular basis ensuring proper service linkages are made in HMIS and client's status is updated regularly;
- Works closely with the Referral Specialist to support the standardization of housing referrals by providing up-to-date status reports for households in the Community Queue (i.e. support to track referrals, denials, program vacancies, and availability of document ready households);
- Works in collaboration with the CES team and HMIS Program Manager to automate the referral process within HMIS;
- Participates in the Coordinated Entry Committee by working closely with the Coordinated Entry Manager to produce on-going program status reports;
- Develops and provides trainings for internal and external staff on data quality and data storage processes;
- Provides general support to all Coordinated Entry related projects, as needed;
- Other duties, as assigned by the CES Program Manager.

SKILLS AND QUALIFICATIONS:

- Bachelor's degree (B.A. or B.S.) and at least one year of experience in a related field preferred (experience may substitute for Bachelor's degree);
- Attention to detail and strong organizational skills;
- Experience working with and leading groups in a collaborative environment;
- Experience with Tableau, SQL or MS Access;
- Strong proficiency in Microsoft Office applications including Word, PowerPoint, and Excel for data analysis;
- Ability to analyze and exercise sound judgement;
- Ability to relate to people of different economic and ethnic backgrounds;
- Ability to balance a variety of perspectives within a politically sensitive environment;
- Knowledge of the challenges and barriers homeless people face is desired;

- Local and statewide travel will be required so candidates must have a driver's license and use of a car during work hours;
- Regular, predictable attendance;
- Ability to get along and work effectively with others.

Supervisory Responsibilities: The Data Quality Specialist has no supervisory responsibilities.

- **Measures of Performance:** The Data Quality Specialist shall be considered to be performing in an acceptable manner when the following have been accomplished:
- **Dependability** – Can be relied upon to handle a fair workload, meet deadlines and commitments, and accept responsibility for actions.
- **Client Focus** – Responds to client requests in a timely manner; communicates with clients to ensure that they are satisfied and that their needs are being met.
- **Quality of Work** – Demonstrates concern for accuracy and quality of work and takes steps to correct mistakes and improve the overall product.
- **Communication** – Organizes and expresses ideas and information clearly, using appropriate and efficient methods of conveying the information.
- **Cross-Cultural Sensitivity** – Is aware of differences and is sensitive to the needs of different cultures; modifies behaviors and communications to accommodate these differences.
- **Problem Solving** – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; resolves problems in early stages. Works well in group problem solving situations.
- **Leadership** – Exhibits confidence in self and others. Reacts well under pressure. Shows courage to take action.
- **Business Acumen** – Understands business implications of decisions. Displays orientation to profitability. Aligns work with strategic goals.
- **Cost Consciousness** – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- **Organizational Support** – Follows policies and procedures. Completes administrative tasks correctly and on time. Supports organization's goals and values.
- **Strategic Thinking** – Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.
- **Planning/Organizing** – Identifies desired outcomes and develops long and short-range steps for accomplishing them. Uses time and resources efficiently. Sets goals and objectives. Develops realistic action plans.

- **Professionalism** – Approaches others in a tactful manner; treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions. Follows through on commitments.
- **Safety and Security** – Observes safety and security procedures; promotes safety in the workplace; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- **Adaptability** – Adapts to change in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Ability to deal with frequent change, delays, or unexpected events.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor’s degree (B.A. or B.S.) from an accredited four-year college or university and at least one to three years related experience and/or training.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, members, governmental bodies/boards and the general public.

Mathematical Skills: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills: Have knowledge of current database software, Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and scanner equipment, postage meter and telephone. ***Experience using HMIS or management information systems is highly desirable.***

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; walk; use hands to finger, handle, and feel; reach with hands and arms; talk or hear; drive to partner agencies. 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.