

Sacramento Steps Forward HMIS Coordinator Job Description

Job Title: HMIS Coordinator
Department: HMIS
Reports To: HMIS Program Manager
Status: Non-Exempt
Prepared Date: December 18, 2019

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.

Summary: HMIS Coordinator functions include technical and analytical support to the HMIS Program Manager on data quality and database "clean-up" projects; creation and revision of forms and other tools to ensure compliance with US Department of Housing and Urban Development (HUD) regulations governing HMIS; the production of reports for Funders, including HUD, and the community; clerical/administrative support activities related to the HMIS.

Essential Duties and Responsibilities:

Data Quality & HUD Compliance

- Use the latest computer software and database technology, to create project forms, documentation, and other key tools used by Partner Agencies;
- Assist with providing training and technical support to Partner Agencies and End Users to ensure proper use of HMIS;
- Conduct regular data quality reviews to monitor overall system data quality;
- Work closely with Partner Agencies to clean up data issues, and improve data quality;

- Assist in the creation of a comprehensive HMIS Policies & Procedures Manual;
- Create and monitor the use of a variety of forms including: participation agreements, client consent forms, interagency sharing agreements, system-user agreements and user code of ethics policy.

HMIS & Community Queue Reports

- Assist in the generation and submission of project and community-level reports from the HMIS including: HMIS components of the Continuum of Care (CoC) application to HUD, Sheltered Point In Time Count, Annual Homeless Assessment Report to Congress, and a variety of reports used at the local level;
- Provide HMIS Program Manager with updated reporting and end zero numbers from Community Queue;
- Clean all Community Queue data on a monthly basis, ensuring that it is prepared for use in reporting tools;
- Update the Queue on a regular basis, ensuring that new and exited clients are input correctly making any necessary adjustments;
- Provide twice monthly updates to the Queue for VI-SPDAT reporting used by internal staff (Coordinated Entry and Outreach);
- Create monthly Coordinated Entry reports and pie charts;
- Create monthly and quarterly reports for contracted parties (Rancho Cordova, etc.);
- Provide support to contracted parties and respond to any questions pertaining to the data reporting;
- Respond to ad-hoc Community Queue data requests.

Clerical/Administrative Support

- Provide clerical and administrative support to the HMIS Program Manager;
- Provide staff support to HMIS User Trainings and HMIS committees and work groups including: meeting announcements, agenda preparation in consultation with the HMIS Program Manager, taking meeting minutes, creating report cards (Data Committee, specifically) and preparing other meeting materials;
- Conduct trainings and prepare training packets, requested by HMIS Program Manager;
- Support HMIS Program Manager in submitting annual HUD reports through HDX system, which includes cleaning data and ensuring its accuracy before submission;
- Establish End User accounts in the system;
- Provide daily support to system users via email and phone;
- Provide support to the Outreach Team, including answering questions and conducting 1:1 training sessions.

Other Responsibilities

- Regular, predictable attendance;
- Ability to get along and work effectively with others;
- Other duties as assigned

Supervisory Responsibilities: This job has no supervisory responsibilities.

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.

Additional Skills

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.

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: Knowledge of current database software, Internet software and Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and scanner equipment, postage meter and telephone.

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, 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.



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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.