

## HMIS MANAGER JOB POSTING

The Mission, Vision, and Values of Sacramento Steps Forward (SSF) is to end homelessness through leadership, convening partners, data-driven best practices, and improving system performance. Our vision is an equitable community where everyone has a safe place to call home. We believe in human-centered, community-inspired solutions, with a focus on equity, transparency, and continuous learning.

The HMIS (Homeless Management Information System) Manager is responsible for overseeing and managing the implementation, maintenance, and utilization of the HMIS within the Sacramento CoC. The HMIS Manager plays a vital role in the effective functioning of the HMIS, enabling data-driven decision-making and improving homeless services and outcomes within the organization and community. This position supervises the HMIS Team and reports to the Data & Analytics Director.

SSF embraces technology to develop ongoing efficiencies. Currently the office is a hybrid operation. This position will be required to report to the office periodically.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

- **HMIS Implementation:** Leading the planning, coordination, and execution of HMIS implementation, including system configuration, customization, and integration with other data systems.
- **Data Management:** Overseeing the management of HMIS data, ensuring data integrity, quality, and security. Implement protocols and procedures for data entry, maintenance, and reporting.
- **Training and Support:** Providing training and technical assistance to HMIS users, including staff, service providers, and partner organizations. Supporting users in effectively utilizing the system, troubleshooting issues, and addressing user concerns.
- **System Administration:** Managing user access and permissions within the HMIS. Performing system maintenance tasks, such as updates, backups, and database management. Collaborate with IT teams or vendors to address technical issues.
- **Data Analysis and Reporting:** Generate regular reports and data analysis from the HMIS to support program evaluation, funding reporting requirements, and decision-making. Identifying trends, patterns, and gaps in data to inform strategic initiatives. Lead report mandates, which include but are not limited to the following:
  - Longitudinal Systems Analysis (LSA) to Congress
  - Point-in-Time count
  - Housing Inventory Count
- **Compliance and Privacy:** Ensure compliance with data privacy regulations, such as HIPAA and other relevant data protection laws. Implement data sharing agreements and protocols with partner organizations while safeguarding sensitive information. Ensure compliance requirements as HMIS Lead Administrator as identified by the U.S. Department of Housing and Urban Development (HUD), which include but are not limited to:
  - <https://www.hudexchange.info/resource/6261/hmis-lead-series/>
  - <https://files.hudexchange.info/resources/documents/HMIS-Lead-Standards.pdf>
  - <https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>
- **Stakeholder Engagement:** Collaborate with key stakeholders, including homeless service providers, government agencies, and funding organizations. Participate in meetings, committees, and workgroups to drive system improvements, data sharing, and interoperability.
- **Team Management:** Oversee a team of HMIS staff, providing leadership, guidance, and support. Assign tasks, managing workload, measuring performance, and fostering a positive and collaborative hybrid work environment.
- **System Evaluation and Improvement:** Conduct an ongoing evaluation of the HMIS to assess system performance, user satisfaction, and data quality. Identify areas for improvement and recommend system enhancements or upgrades.

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- Documentation and Policies: Develop and maintain HMIS documentation, including user manuals, standard operating procedures, and data governance policies. Adhere to established protocols and guidelines.
- Professional Development: Stay informed about industry best practices, emerging technologies, and regulatory changes related to HMIS. Participate in professional development activities, workshops, and conferences to enhance knowledge and skills.

### **Other Responsibilities**

- Regular, predictable attendance is required.
- Have the ability to get along and work effectively with others.

### **Ideal candidates will possess the following knowledge, skills and abilities:**

- Leadership/management experience: Influencing, negotiating, and delegating abilities.
- Excellent team motivation experience.
- Excellent written, verbal, and interpersonal communication and presentation skills.
- Experience in customer service with internal and external customers.
- Strong analytical, problem-solving and decision-making capabilities to analyze situations, identify existing or potential problems, and recommend solutions.
- Strong system thinker.
- Experience with HMIS BitFocus product.
- Have the ability to multi-task with various projects and responsibilities.
- Have the ability to work independently and prioritize project work.
- Have the ability to work effectively and efficiently across multiple projects and meet deadlines.
- Zeal for continuous learning and improvement.

### **Education and/or Experience:**

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

### **Compensation and Benefits:**

Compensation range \$90,000-\$110,000; DOE.

Full-time;exempt position with benefits; health, dental, and vision, 401k, accrued time off and paid holidays.

### **To Apply:**

If you qualify, please submit your application, cover letter, and resume to [jobs@sacstepsforward.org](mailto:jobs@sacstepsforward.org); once submitted we will be in contact with you. You will find the employment application [HERE](#). **Please note that your submittal will not be reviewed unless all required items are received, including the application, cover letter, and resume.**

The position will be open until filled. Please do not contact Sacramento Steps Forward Directly. No phone calls or personal visits will be accommodated without an appointment. Staffing and recruiting agency please do not respond.

We strive for inclusivity, equity, and diversity by attracting extraordinary people from diverse backgrounds and lived experiences. We seek to employ an all-star team of people who vary by their race and ethnicity, gender identity, sexual orientation, nationality, age, culture, religion, veteran status, physical and mental abilities. We promote equal opportunity in the recruitment, selection, training, compensation, promotion, and benefits of all employees.

Sacramento Steps Forward is committed to the principles of being an equal opportunity employer. Sacramento Steps Forward organizational policies, practices, programs, activities and decisions regarding employment are not based on a person's race, color, sex, age, sexual orientation, gender identity, religion, national origin, disability, veteran status, parental status, housing status, or other protected status, in accordance with applicable law.

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Sacramento Steps Forward is committed to the full inclusion of all qualified individuals. In keeping with our commitment, Sacramento Steps Forward will take the steps to assure that people with disabilities are provided reasonable accommodations. Accordingly, if reasonable accommodation is required to fully participate in the job application or interview process, to perform the essential functions of the position, and/or to receive all other benefits and privileges of employment, please contact [jobs@sacstepsforward.org](mailto:jobs@sacstepsforward.org).