

HMIS Operations Support Coordinator 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 Operations Support Coordinator plays a key role in ensuring the efficient functioning of HMIS-related operations by supporting both technical and administrative processes. This position is responsible for streamlining communications, maintaining data integrity, and assisting with system workflows and integrations. In collaboration with the HMIS Software Administrators, the coordinator drives improvements in process efficiency, ensures compliance, and enhances user experience through a combination of technical support, strategic organization, and stakeholder engagement.

SSF embraces technology to develop ongoing efficiencies. Currently, the office is a hybrid operation. This is a hybrid position and will require you to report to the office periodically.

Essential Duties and Responsibilities include the following:

- *Inbox & Communications Management:* Oversees shared inboxes, ensuring timely resolution of queries, and supports the development of external communications such as newsletters and email campaigns.
- *End-user Support & Technical Assistance:* Provides basic HMIS technical support, including password resets, access requests and end-user guidance.
- *Website & Document Organization:* Collaborates on organizing departmental documents online to enhance accessibility and user experience.
- *Data & Contact Maintenance:* Maintains accurate contact lists and ensure timely data entry, cleaning and report generation from the HMIS system.
- *Software Integration & Process Improvement:* Designs and maintains workflows to streamline data collection processes, while identifying and implementing process improvements.
- *Compliance & Monitoring:* Supports data quality, privacy and security monitoring, including managing incident reports and routine audits.
- *Stakeholder Feedback Management:* Gathers and documents feedback from partner agencies and end users to inform process improvements, system updates and training needs.
- *Administrative & Special Projects:* Provides general administrative support, assists with documentation and contributes to system configuration and special projects as needed.
- *Other Responsibilities* – Regular, predictable attendance is required, the ability to get along and work effectively with others and other duties may be assigned.

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

- Understanding of database concepts and experience with data entry or database management systems.
- Ability to maintain a high level of accuracy when entering data and conducting routine data quality checks.
- Capacity to prioritize tasks effectively to meet deadlines and manage multiple responsibilities simultaneously.
- Understanding of the importance of maintaining confidentiality and handling sensitive information appropriately.
- Ability to work collaboratively in a team environment and adapt to evolving priorities and responsibilities.
- Excellent communication skills, with the ability to effectively train and support users of varying technical backgrounds.

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Other Qualifications: Willingness to learn and stay updated on HMIS software and procedures. Understanding of homelessness issues and familiarity with homeless services and programs.

Education and/or Experience:

Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Compensation and Benefits:

Compensation range \$24.48 - \$29.58/hr.; Planned maximum is at the mid-range at hire, DOE.

Full-time/, non-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; 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 agencies, please do not respond.

We strive for inclusivity, equity, and diversity by attracting extraordinary people from diverse backgrounds and lived experiences. 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.

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.