Tarrant County Homeless Coalition

300 S Beach Street, Fort Worth, TX 76105 ⏐ PO BOX 471638, Fort Worth, TX 76147-1406

817/509-3635 ⏐fax 817/719-9489 ⏐www.AHomeWithHope.org

Date: 08/2/2019

Position: Information Services Manager

FLSA Status: Exempt

Job Status: Full Time

Reports To: Director of Information Services

Supervises: Helpline, Assessors, Diversion staff

The Tarrant County Homeless Coalition (TCHC) is responsible for implementation and management of the Homeless Management Information System (HMIS). HMIS is used to collect, analyze, and report client-level data for persons served by homeless prevention, supportive services, shelters, and housing agencies. TCHC uses several software platforms to manage data including the “Efforts To Outcomes” (ETO), Green River, and Outreach Grid.

**Reasonable Accommodations Statement**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Coaching, Support, and Training

* Provides on-going customer support for HMIS.
* Utilizes screen-share, teleconferencing, and in person meetings to provide as- needed coaching for system users.
* Develops training materials to ensure continuous improvement of data quality.
* Conducts in person training for new and established users on topics such as system operations, policies and procedures, workflow, security, data quality, and reporting to support successful HMIS implementation.
* Acts as a community representative for TCHC’s HMIS implementation; maintaining positive working relationships with a diverse group of customers.
* Supervise scan card staff and helpline coordinator
* Attend and participate in agency and community meetings as applicable to role

Operations

* Helps to resolve problem by facilitating communication between end-users and advanced level support.
* Provide coaching and guidance for service providers to ensure reliable and accurate data for annual performance reporting
* Conducts data quality review using meta-data analysis
* Improves data quality
* Conducts security audits to ensure end-user compliance with required security standards
* Sets up new programs and users in the system
* Performs all other HMIS-related services as required

Report Development and Production

* Uses Web Intelligence XI and Excel to build data reports based on the needs of TCHC, the Continuum of Care, HUD, and other funding agencies.
* Assists with the submissions of the Housing Inventory Chart, Point-in-Time count, and HMIS Annual Performance Report.
* Produces and reviews data quality reports and assist agencies with data quality improvement
* Meets with participating agencies to develop reports and/or set up HMIS procedures for each type of program.

**Education**

* Bachelor’s degree required from an accredited, four-year college or university with major course work in computer science, information systems, business, public administration, social work, or related field; significant experience with ETO may be considered in lieu of degree
* Minimum of one year fulltime professional work experience within an information technology environment such as web development or database management required. Direct experience with HMIS or a client-based software application preferred

**Competencies**

* Desire and commitment to prevent and end homelessness
* Customer-service orientation, with a belief in empowering individuals to be their best through concise and clear training, whether written or in person
* High degree of computer literacy including excellent command of Microsoft Office and Adobe Acrobat, as well as web-based interface applications such as GoTo and Survey Monkey, required. Candidates with Web intelligence experience preferred
* Ability to obtain ETO Administration Certification within five months of employment, required

**Work Environment**

Office setting, mostly seated for long periods of time, walking/standing/lifting may be required.

**Statement on Diversity**

The staff, customers, stakeholders, and colleagues of the Tarrant County Homeless Coalition reflect the diversity of our community. TCHC’s services conform to Federal Fair Housing Laws and the City of Fort Worth’s public policies on non-discrimination. Employees of TCHC are expected to treat all persons with dignity and respect without regard to race, creed, color, sex, religion, disability, mental illness and/ or addictions (diagnosed or not), age, national origin, familial status, source of income, criminal background, sexual orientation, transgender, gender identity or gender expression.

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| The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.  |

By signing this job description, I acknowledge that I have had an opportunity to review it and ask questions about it.

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