Date: 1/18/2023

Position: HMIS Specialist

Job Status: Full Time

Reports To: HMIS Manager

Supervises: None

The Tarrant County Homeless Coalition (TCHC) is responsible for the Homeless Management Information System (HMIS). HMIS collects, analyzes, and reports client-level data for persons served by homeless prevention, supportive services, shelters, and housing agencies. TCHC uses the “Efforts to Outcomes” (ETO) HMIS software developed and maintained by Bonterra. We work with over 40 agencies throughout Tarrant and Parker Counties. We are a dynamic non-profit organization committed to designing and implementing community-wide policies and programs grounded in collaborative partnerships, data-driven decision-making, innovation, bold thinking, and creativity.

The TCHC HMIS team provides service organizations, nonprofits, and government agencies with support and technical assistance through data collection, reporting, and analysis. The HMIS Specialist will demonstrate an aptitude for excellence in technical assistance, customer service, critical thinking, and problem solving. This position requires high energy and exemplary soft skills. The candidate must have the ability to communicate effectively, both verbally and written. Communication will be directed to a variety of audiences. The position requires a patient, ego-less approach to customer support and troubleshooting. The candidate must have proficiency in the use of computers and various software applications as well as the ability to provide technical assistance by telephone, email, help ticket, and face-to-face contact. The ideal candidate is a team player, has a well-disciplined, organized approach to time and task management, and exhibits qualities that illustrate a dedication to meeting the needs of organizations working to prevent and end homelessness.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

HMIS Help Desk Operations

* Serve as primary staff support for the TCHC HMIS Help Desk, by responding to ticket submissions, delegating, and resolving all ticket requests.
  + Manage day to day functionality of the TCHC HMIS Help Desk ticketing system.
  + Responsible for the day-to-day support of 340+ HMIS end users.
  + Provide technical support to end users to ensure ease and utility of ETO.
  + Monitor and analyze trends in the HMIS Help Desk to inform opportunities for training and development of the HMIS department.
  + Time-management skills and the ability to establish reasonable and attainable deadlines for resolution.
  + New User Onboarding

Training Support

* Maintain familiarity of and competency with the U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards.
* Assist the HMIS Manager and Coordinator with HMIS and Coordinated Entry Trainings.
* Assist with training coordination and administrative support, as necessary.
* Use expertise gained from Help Desk management to advise on new training opportunities.
* Analyze records and logs to spot underlying trends and potential issues for training purposes.

HMIS Department Support

* Assist with the maintenance of the HMIS system and its projects, including data clean up.
* Participate and contribute to monthly HMIS Committee meetings.
* Work closely with HMIS Coordinators and Manager to approve and deny Direct Client Service Fund requests.
* Work closely with HMIS Coordinators and Manager to facilitate and monitor Emergency Housing Vouchers on an administrative level.
* Perform other duties as necessary and assigned.

TCHC Technical Support

* Walk colleagues or clients through steps to help them resolve their database problems.
* Establish accounts for new users and assist with password or login problems.
* Work closely with HMIS Data Security Coordinator to communicate IT updates/maintenance tasks for internal staff.

**EDUCATIONAL EXPERIENCE**

* Bachelor’s degree in related field required, Master’s degree preferred.
* 1 year of experience in homeless services preferred.
* 1 year of experience with HMIS strongly preferred.

**COMPETENCIES**

* Desire and commitment to prevent and end homelessness.
* Browser navigation skills including Internet Explorer, Microsoft Edge, Google Chrome, etc.
* Ability to navigate ETO and Data Warehouse, both are web-based database management systems.
* Must have demonstrated ability to work as a team player and/or to work independently with little supervision.
* Must excel critical thinking and problem-solving skills.
* Must be flexible with daily tasks due to frequent interruptions.
* This position accesses information that is confidential and highly sensitive; therefore, candidates must clear a criminal background check in compliance with the Continuum of Care’s HMIS data security standards.
* Must be humble, and a great attitude is required.
* Team-oriented attitude to help other colleagues and departments.
* Ability to manage time and effectively prioritize numerous projects at one time.
* Proficiency with Microsoft 365 (including Outlook, Excel, SharePoint, etc.).

**WORK ENVIRONMENT**

Office setting, mostly seated for long periods of time, although some walking/standing/lifting may be required. Regular movement associated with hooking up personal computers, laptops, and other office equipment, driving to meetings, hosting in-person and telephone meetings. Physical demands such as lifting, up to 20 lbs., bending, carrying, crouching, driving, fine dexterity, handing, hearing, reaching, sitting, standing, talking, typing, vision, and walking, among others. Will perform and assist with site visits to multiple offices of HMIS end-users across Tarrant/Parker Counties.

**REASONABLE ACCOMODATIONS STATEMENT**

To accomplish this job successfully, an individual must 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.

**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.

To apply, send cover letter, resume, contact information for three references, and recent salary history to: [tchc@ahomewithhope.org](mailto:tchc@ahomewithhope.org)

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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. |