Job Title: HMIS Support Coordinator

Job Title:	Homeless Management Information System (HMIS) Support Coordinator
Department:	Homeless Management Information System Department
Reports To:	Homeless Management Information System Administrator
Date Created/Revised:	06/13/2022
Salary Range Begins At:	$48,750
Position Type:	Full-Time, Exempt

The Ending Community Homelessness Coalition (ECHO) is a leading agency coordinating services for persons experiencing homelessness and creating strategies to end homelessness in Austin and Travis County. We are a dynamic non-profit organization committed to designing and implementing community-wide policies and programs grounded on collaborative partnerships, data-driven decision making, as well as innovation, bold thinking, and creativity.

ECHO is hiring for the position Homeless Management Information System (HMIS) Support Coordinator. The ECHO HMIS team provides service organizations, nonprofits, and government agencies with support and technical assistance through data collection, reporting, and analysis. ECHO's HMIS utilizes WellSky's Community Services and currently supports over 450 users from over 55 different agencies ending homelessness in Austin / Travis County.

Desired Qualities

The successful candidate will demonstrate an aptitude for excellence in technical assistance, customer service, and problem solving. This position requires high energy, strong professional, interpersonal, presentation, and communication skills. The candidate must have the ability to communicate effectively to a variety of audiences, coupled with 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, 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 data needs of organizations working to prevent and end homelessness.

Essential Functions of the HMIS Support Coordinator:

HMIS Help Desk Operations
- Serve as primary staff support for the ECHO HMIS Help Desk.
- Promptly respond to HMIS Help Desk Ticket submissions and resolve questions raised by end users.
- Manage day to day functionality of the ECHO HMIS Help Desk ticketing system.
- Provide technical support to end users to ensure ease and utility of Community Services.
- Monitor and analyze trends in the HMIS Help Desk to inform opportunities for training and development of the HMIS department.

System Coordination Support

- Supports technical aspects of the day-to-day operations of the HMIS. Works directly with end users and HMIS software vendor to ensure software performance and adherence to local/ federal data standards.
- Assists the System Administrator and Continuum of Care (CoC) partner agencies with Community Services reporting tools by assisting in building reports and troubleshooting reports.
- Assists with yearly reporting to the U.S. Department of Housing and Urban Development (HUD) such as the Housing Inventory Count (HIC), System Performance Measures (SysPMs) and the Longitudinal Systems Analysis (LSA).
- Creates and distributes the yearly HMIS Satisfaction survey and presents results to community.

HMIS Department Support

- Assist with the maintenance and expansion of the HMIS system and its projects.
- Maintain the Helpdesk, HMIS system, HMIS user satisfaction surveys, FAQs.
- Assist with dissemination information regarding changes in HMIS and data standards.
- Assist with the creation and implementation of a data quality plan.
- Participate and contribute to monthly HMIS Subcommittee meetings.
- Perform other duties as necessary and assigned.

Experience, Education, Environment:

Experience and Skills

- User experience with HMIS or Community Services strongly preferred.
- Familiarity and competency with HUD HMIS Data Standards strongly preferred.
- Strong customer service skills and ability to positively diffuse user frustration.
- Excellent written, oral communication, and listening skills with all levels of management, staff, and external clients, especially those who are not well versed with computers and technology.
- Ability to effectively manage time and approach tasks with efficiency.
- Demonstrated ability to troubleshoot and efficiently resolve technical issues.
- Approaches decision-making and problem-solving with creativity, initiative, and flexibility.
- Demonstrated ability to analyze customer needs and the ability to synthesize those needs into action.
- Embraces change and thinks innovatively.

Minimum Qualifications

- Bachelor's degree or equivalent experience required.
- 1 year of experience in technical support.

Preferred Qualifications

- 1 year of experience in homeless services.
- 1 year of experience with HMIS and/or Community Services strongly preferred.

Physical Demands and Work Environment

- Regular movement associated with hooking up personal computers, laptops, and other office equipment, driving to meetings and hold in person and telephone conversations, lifting up to 20 lbs., bending, carrying, crouching, driving, fine dexterity, handing, hearing, reaching, sitting, standing, talking, typing, vision, and walking, among others.
- Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- Suitable office space near other ECHO staff; site visits to multiple offices of HMIS end-users across Austin / Travis County.

ECHO Core Mission Values:
Ideal candidate will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

Equal Opportunity:
ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

How to Apply:
ECHO is an equitable opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

This position is open until filled.

Qualified candidates are invited to send a cover letter and resume to ECHO's HMIS Administrator, Katelyn Underbrink, at KatelynUnderbrink@AustinECHO.org.