



ECHO Homeless Management Information System (HMIS) Data Quality Coordinator

Job Title: HMIS Data Quality Coordinator

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Department:	Homeless Management Information System Department
Reports To:	Homeless Management Information System Administrator
Date Created/Revised:	9/22/2022
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) Data Quality 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 ServicePoint 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 Data Quality Coordinator:

HMIS Data Quality

- Monitor quarterly data quality checks of each HMIS participating agency using the HMIS Systems Improvement Plan and provide technical assistance to agencies as needed.
- Assist the monitoring of all HMIS participating projects for HUD and local government compliance for standards of client confidentiality, data collection, data entry, data retrieval, and reporting.
- Work with HMIS Participating Agencies to clarify and understand funding-specific data requirements.
- Support HMIS Participating Agencies, ECHO Staff, and HMIS Users with data quality inquiries

Reporting Support

- Support the HMIS Administrator by analyzing reports using ServicePoint's Reporting Tools.
- Update and maintain ongoing reports created by the HMIS team.
- Assist Continuum of Care (CoC) partner agencies with data quality reports and analysis.
- Assist with reporting to the U.S. Department of Housing and Urban Development (HUD) including the Housing Inventory Count, Longitudinal Systems Analysis, and System Performance Measures.
- Collaborate with other ECHO staff to meet reporting needs.

Training Support

- Maintain familiarity of and competency with the U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards and assist the HMIS Trainer with translating content to training materials.
- Assist the HMIS Training Manager by identifying data quality errors that require further training to users.
- Assist with training coordination, administrative support, and lead trainings as necessary.
- Use expertise gained from quarterly data quality checks to advise on new training opportunities.

HMIS Department Support

- Support HRS Governance as Support Staff for the Performance Monitoring Committee
- Assist with dissemination of information regarding changes in HMIS and data standards.
- Provide assistance with complex help desk inquiries, customer service needs, and troubleshooting.
- Support the HMIS Team in coordinating the review of the HMIS Policies and Procedures, HMIS Systems Improvement Plan, Data Security Plan, and other documents as needed.
- Participate and contribute to monthly HMIS Workgroup meetings.
- Perform other duties as necessary and assigned.

Experience, Education, Environment:

Experience and Skills

- User experience with ServicePoint 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.
- Ability to interpret, clean, and prepare datasets.
- Familiarity or competency with any data platforms (SQL, Python/R, Excel Macros, Tableau, etc.)
- Demonstrated ability to analyze data and communicate synthesized results or conclusions.
- Embraces change and thinks innovatively.

Minimum Qualifications

- Bachelor's degree or experience may substitute for education up to a maximum of four (4) years.
- 1 year of experience in homeless services.
- 1 year of experience in technical support or data entry.
- 1 year of experience with any HMIS or Human-services centered databases.
- Proficiency with Microsoft Office and Google Drive Applications.

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, Joseph Montano, at josephmontano@austinecho.org.