



Community Alliance for the Homeless

JOB TITLE: Homeless Management Information Systems (HMIS) Administrator

DEPARTMENT: HMIS

REPORTS TO: HMIS Director

Applications accepted through September 23, 2020. Please send resume and cover letter to cafthHR@cafth.org with the subject line: HMIS Administrator.

Directly Supervises: None

Salary: \$38,000 - \$42,000 (Based on Experience)

Status: Full Time

FLSA: Non-Exempt

Location: Currently remote only during COVID-19

SUMMARY: The Homeless Management Information Systems (HMIS) Administrator will report to and partner closely with the HMIS Director to administer all aspects of the HMIS System(s) including providing continuous HMIS support to the Memphis/Shelby County CoC, technical assistance, training, reporting and provide support to all HMIS related committees.

DUTIES AND RESPONSIBILITIES:

- Responsible for monitoring, analyzing, and reporting of data from HMIS.
- Prepare regular and ad-hoc reports, analyses, presentations, charts, graphs, and other documents as assigned.
- Design, develop, and implement security procedures related to data input, sharing, and viewing by HMIS participating agencies.
- Perform data quality checks and monitors for statistical trends or deficiencies.
- Report findings to stakeholders as directed by the HMIS Director.
- Provide group and one-on-one training sessions for HMIS users.
- Assist HMIS-participating agencies with data entry as needed.
- Develop, prepare, monitor, and maintain special projects as requested.
- Evaluate, recommend, and incorporate new and emerging data science tools and methods into organizational processes and systems
- Participate in relevant in-service programs and other self-directed learning activities, which promote growth in position responsibilities.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's Degree (BA) from a four-year college or university preferred in a field of Information Systems, or five years of related experience and/or training, or equivalent combination of education and experience.

- Certificates, Licenses and registrations required:
 - Requires a valid driver's license with own personal transportation.
- Computer skills required: Proficient in MS Office, and Additional Software, as needed.
- Other skills required:
 - Strong knowledge and experience in the use of computer-based systems and data analysis.
 - Grant administration experience including familiarity with reading and interpreting Federal regulations and guidelines.
 - Passion for combating homelessness, domestic violence, substance abuse, and mental illness.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Quantity** - Meets productivity standards; Completes work on time; Strives to increase productivity; Works quickly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand.
- Occasionally required to walk.
- Occasionally required to sit.
- Occasionally required to utilize hand and finger dexterity.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.