

JOB TITLE: System Performance Coordinator

ABOUT THN:

Incorporated in 1991, Texas Homeless Network (THN) is a 501(c)(3) non-profit organization that is dedicated to addressing homelessness statewide through education, resources, and advocacy. THN provides training and technical assistance on best practices to prevent and end homelessness. THN serves as the lead agency and Homeless Management Information System (HMIS) lead agency for the Texas Balance of State Continuum of Care (TX BoS CoC), which covers 215 counties in the state. 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, as well as innovation, bold thinking, and creativity.

THN's HMIS Team provides service organizations, non-profits, and government agencies with support and technical assistance through data collection, reporting, and analysis. THN's HMIS is ClientTrack and currently supports 328 end users from over 96 agencies in the TX BoS CoC.

DESCRIPTION:

The ideal candidate will demonstrate an aptitude for excellence in database management. This position requires strong professional, interpersonal, presentation, and motivational skills. The candidate must have the ability to communicate effectively to a variety of audiences, coupled with a patient, ego-less approach to support and troubleshooting. The ideal candidate must be both a leader with exceptional communication skills and a team player, have a well-disciplined, organized approach to time and project management, and exhibit qualities that illustrate a dedication to meeting the data needs of organizations working to prevent and end homelessness.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Operations of HMIS

- Serve as the principal advisor for the Longitudinal Systems Analysis, System Performance Measures, and Data Standards.
- Oversee HMIS data quality and maintain quality assurance policies and standard operating procedures, including the use of over 300 licenses within an established governance framework.
- Oversee HMIS community activities including improved outreach and engagement.

- Ensure ClientTrack is in compliance with HUD Data Standards and all HMIS projects are capturing applicable data elements.
- Support the CoC BoS HMIS Committee and others as needed.
- Organize HMIS Webinars with other members of the HMIS Team.

HMIS Reporting and Analysis

- Conduct and oversee performance evaluation and quality control activities.
- Promote community agencies understanding of their HMIS data and provide technical assistance when necessary.
- Create and manage complex spreadsheets and reports.
- Perform data analysis tasks and present findings to a diverse audience.

QUALIFICATIONS:

- Passion for social justice issues and desire to work toward the goal of ending homelessness.
- Experience using Eccovia Solution's ClientTrack, experience with other HMIS software will be considered.
- Knowledge of the HMIS Interim Rule, Data Standards, and Data Dictionary.
- Minimum of 3-5 years of Information Technology project management.
- HUD-related reporting experience is preferred.
- Proven ability to manage multiple projects simultaneously.
- Strong ability to collaborate with others to plan, implement, and finish high-quality projects
- Excellent communication skills, both oral and written, and with all levels of management, staff and external clients, especially those who are not well versed in computer technology.
- Knowledge and experience using various software programs, supporting the use of these software packages, system networking and communications.
- Knowledge of best practices in data analysis and quality control.
- Demonstrated ability to conduct analysis of large datasets.
- Demonstrated ability to work with diverse stakeholders.
- No specific degree is required for this position. Interested candidates should highlight any education or training they have received that will lend to this role.

WORKING CONDITIONS:

- Must be available to travel up to 15 percent of the time.

PAY AND BENEFITS:

- \$47,500/ year, negotiable
- Benefits provided include health insurance, dental insurance, parental leave, and a matching retirement plan.

HOW TO APPLY:

Email a cover letter, resume, and list of three references to hr@thn.org. Please include "HMIS Data Coordinator" in the subject line. The application deadline is Friday, December 21, 2018.

Only those selected for an interview will be contacted. Priority consideration is given to people with lived experience of homelessness.

THN is an Equal Opportunity employer that offers positions with varying skill levels and responsibilities that amplify our mission. We strongly encourage members of traditionally underrepresented communities to apply, including people of color, LGBTQ identified people, gender-nonconforming people, individuals with disabilities, veterans, and people who speak a language in addition to English.