

## **JOB TITLE: Training 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 to organizations, non-profits, and government agencies with support and technical assistance through data collection, reporting, and analysis. THN's utilizes ClientTrack as its HMIS and currently supports 328 end users from over 96 agencies in the TX BoS CoC.

### **DESCRIPTION:**

The Training Coordinator will be a member of the Data Team and will primarily be responsible for developing and delivering training that is responsive to the data collection and reporting needs of THN and the participating partner agencies. This position will report to the Assistant Director of Data.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Utilize strong analytical and technical skills to identify training opportunities for HMIS users and agency administrators.
- Maintain and facilitate a catalog HMIS trainings, including New User Training, Agency Administrator Training, Annual Ethics Refresher Training, and Reporting Training.
- Create and maintain responsive e-learning and web-based trainings that meet the evolving HMIS and data collection needs of partner agencies.
- Maintain familiarity of and competency with the U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards and translate content into training materials.
- Design, develop, and deliver in-person HMIS trainings for communities in the TX BoS CoC, utilizing strong professional and interpersonal skills.
- Work in conjunction with Data Coordinator to create and facilitate trainings for the annual Point-in-Time Count/Housing Inventory Count and other community data collection initiatives.

- Troubleshoot requests for technical assistance from database users.
- Create and publish standard operating procedure guides for HMIS reports and data-entry workflow for participating agencies.
- Manage day-to-day system technical support and data monitoring post-training.
- Coordinate in conjunction with the Data Coordinator, updating the Housing Inventory information, as needed.
- Assist with data conversion and migration projects.
- Assist the Data Team with the successful completion of the Longitudinal System Analysis Report and System Performance Measures, as needed.
- Work with the Systems Change Coordinator to build out workflows and processes related to Coordinated Entry.
- Other duties as assigned

#### **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.
- Familiarity and competency with HUD's HMIS Data Standards is strongly preferred.
- Strong interpersonal and presentation skills.
- Ability to identify current and future training needs for HMIS users.
- Ability to manage multiple projects simultaneously.
- Ability to interact with unskilled and skilled computer software users.
- Skilled in Microsoft Office Suite applications, Word, Excel, Access and PowerPoint.
- Knowledge and experience using various software programs, such as Litmos and Camtasia, as well as system networking and communications.
- Demonstrate experience with and sensitivity to varying cultural, ethnic, and social backgrounds, values and attitudes.
- Requires professional writing skills, and the ability to communicate with all levels of management, staff and external clients, especially those who are not well versed in computer technology.
- 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 25 percent of the time.

**PAY AND BENEFITS:**

- \$47,500/ year
- 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](mailto:hr@thn.org). Please include "Training Coordinator" in the subject line. The application deadline is Friday, January, 25th, 2019.

Only those selected for an interview will be contacted. Priority consideration may be 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.