



**JOB TITLE: Training Coordinator**

**DEPARTMENT: Texas Balance of State Continuum of Care**

**REPORTS TO: Director of Data**

**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.

**DESCRIPTION:**

The ideal candidate will have excellent communication and organizational skills as well as the ability to maintain professionalism while working with stakeholders with varying degrees of computer literacy. The Training Coordinator will be a member of the Data Team and will primarily be responsible for developing and delivering HMIS training that is responsive to the data collection and reporting needs of the TX BoS CoC and the participating partner agencies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Utilize strong analytical and technical skills to identify training opportunities for HMIS users and agency administrators.
- 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.
- Maintain and facilitate a catalog of HMIS trainings, including New User Training, Agency Administrator Training, Annual Ethics Training, Data Quality 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.
- Design, develop, and deliver in-person HMIS trainings for communities in the TX BoS CoC, utilizing strong professional and interpersonal skills.
- Troubleshoot requests for technical assistance from database users as a part of the HMIS Help Desk.
- Maintaining HMIS licenses including deactivation and assisting end users with login issues

- Assists accounting department with the monthly and annual HMIS Billing processes
- Create and publish standard operating procedure guides for HMIS reports and data-entry workflow for participating agencies.
- Assist the Data Team with the successful completion of the Longitudinal System Analysis Report and System Performance Measures, as needed.
- Perform other duties as assigned in collaboration with the Texas Balance of State team.

### **QUALIFICATIONS:**

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.

#### ***Required***

- Passion for social justice issues and desire to work toward the goal of ending homelessness.
- Strong interpersonal, communication, 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 in a patient and professional manner.
- Proficient in Microsoft Office and Google Suite products.
- 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.

#### ***Preferred***

- Experience conducting webinars and virtual training.
- Experience using Eccovia ClientTrack or another HMIS software.
- Knowledge of the HMIS Interim Rule, Data Standards, and Data Dictionary.
- Knowledge and experience using Litmos or other Learning Management Systems (LMS).
- Knowledge and experience using Camtasia, or other video editing software.
- Knowledge around accessibility and data security best practices.

### **WORKING CONDITIONS:**

- Remote work possible (current occupancy restrictions necessitate offsite work for the majority of THN staff at this time).

- Must be available to travel within Texas up to 25 percent of the time with 2 weeks' notice (current travel restrictions withstanding).
- Available for nights and weekends during large projects like the ESG Program NOFO, CoC Program NOFO, or other funding competitions. Unlikely to be more than once per quarter.
- Must reside in the State of Texas.

#### **PAY AND BENEFITS:**

- This is a salaried position starting at \$48,500, commensurate with experience.
- Benefits provided include paid time off, employer paid health insurance, dental insurance, vision insurance, parental leave, and matching 401(k) retirement plan.
- Flexible work schedule and opportunity to distance work with supervisory approval.
- This position is grant-funded, and employment is contingent on the continued receipt of grant funds.

#### **HOW TO APPLY:**

Email a cover letter, resume, and list of three references to [hr@thn.org](mailto:hr@thn.org). This position will remain open until filled. Only those selected for an interview will be contacted. Please include "Training Coordinator" in the subject line.

We are committed to Employment Equity, and we encourage applications from all qualified candidates. 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 those with a lived experience of homelessness; people of color, LGBTQ identified people, gender-nonconforming people; as well as individuals with disabilities, veterans, and people who speak a language in addition to English.