TEXAS HOMELESS NETWORK

JOB TITLE: HMIS Support Specialist

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 is analytical, tech-savvy, understands database management, and is ready to learn new concepts as part of a dynamic data team. The candidate must have the ability to communicate effectively to a variety of audiences and provide technical support. The candidate should be able to research and operationalize a variety of HUD data requirements. The ideal candidate must 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:

- Serve as primary staff support for the THN HMIS Help Desk ticketing system.
- Provide technical support and promptly respond, via email and phone, to 350+ end user's HMIS Help Desk Ticket submissions to ensure ease and utility of ClientTrack.
- Research and understand HUD funding and reporting requirements to resolve various HMIS Tickets.
- Monitor and analyze trends in the HMIS Help Desk to inform opportunities for training and development of the HMIS department.
- Collaborate with THN's Planning Team to ensure that both data and programmatic issues are addressed by the appropriate team.

- Maintain familiarity of and competency with the U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards and assist the HMIS Team with translating content to partner agencies.
- Support the Training Coordinator with Annual HMIS webinars and other trainings
- 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.
- Analytical and database management ability sufficient to evaluate data needs and implement and maintain systems within HMIS.
- Proficient in Microsoft Office and Google Suite products.
- 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.
- Strong customer service skills. Able to problem solve and diagnose complex tasks.
- Knowledge and experience using various software programs, supporting the use of these software packages, system networking, and communications.
- Ability to research technical documents and translate into digestible information for partner agencies.

Preferred

- Demonstrate the skill and ability to effectively provide quality support in a high volume environment.
- HUD specific funding knowledge including RHY, PATH, SSVF, and ESG.
- Demonstrate technical aptitude and the ability to learn new software and application technology quickly.
- Experience conducting webinars and virtual trainings.
- Experience using Eccovia ClientTrack or another HMIS software.
- Knowledge of the HMIS Interim Rule, Data Standards, and Data Dictionary.

WORKING CONDITIONS:

- Remote work possible
- Must be available to travel within Texas up to 15 percent of the time with 2 weeks' notice
- Available for nights and weekends during large projects like the HUD Data reporting, Point-in-Time Count, 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 <u>starting</u> at $45,000, commensurate with experience.
- THN offers generous employee benefits including:
  - o 100% employer-paid health, dental, vision insurance, and 50% employer-paid for dependents
  - o 2% employer matching 401(k) retirement plan
  - o Paid time off such as vacation, sick, holidays, self-care days, and winter break
  - o 12 weeks paid parental leave
- 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 lindsay@thn.org. This position will remain open until filled. Only those selected for an interview will be contacted. Please include "HMIS Support Specialist" 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.

INTERVIEW PROCESS:

What to expect as an applicant for a THN position:

- Applicant will receive an email from the hiring manager to schedule an interview
    - Currently, all interviews will take place virtually
- Applicant will receive interview questions one-business day prior to the interview
- Applicant will be notified in a timely manner if another interview is required or if they will not be moving forward in the hiring process
    - Applicant will be notified about the final employment decision