



Orange County United Way

**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: HMIS Support Specialist	Reporting To: HMIS Program Manager
Department: HMIS	Position: Full-time/Non - EXEMPT

Purpose of Position

Homeless Management Information System (HMIS) is a web-based data system that collects unhoused services and related data from shelters, supportive service providers, and public agencies working to serve displaced and at-risk clients in Orange County. Its purpose is to ascertain an unduplicated count of unhoused individuals in Orange County, track their progress through the system of care into self-sufficiency, coordinate service delivery, and provide accurate aggregate data regarding sub-populations. The successful candidate will have a strong aptitude for providing technical support to non-technical database users and databases. Under the direction of the HMIS Program Manager, the selected candidate will be responsible for leading HMIS training activities and developing training materials, contributing content to monthly HMIS user meetings, and providing technical support to HMIS participating agencies.

Key Duties and Responsibilities

- Serves as technical support to HMIS agencies to ensure appropriate use of system
- Supports the ongoing development of HMIS training and education materials, including the development of new and maintenance of existing training materials, as well as conducting training in webinar format
- Participate in agency audit process, including maintenance of materials, training staff, performing audits, tracking results and following up with agencies
- Completes agency and project set-up in HMIS as needed
- Ongoing support including system monitoring and testing, problem diagnosis and resolution, and updates to HMIS
- Provides content for monthly HMIS user meetings to address appropriate system use, recommend system improvements, facilitate information sharing and identify best practices
- Maintains quality, accessibility, and functionality of HMIS by keeping up to date with release notes and other documentation from the HMIS vendor and Department of Housing and Urban Development (HUD)
- Creates education documentation on the use of HMIS and HUD policy for a non-technical audience as needed
- Contribute website content updates
- Ability to get to work on time
- Ability to understand and follow work rules and procedures
- Ability to accept constructive feedback
- Performs other duties as assigned

Core Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.



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.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; remains neutral and unbiased; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly; listens and obtains clarification; responds well to questions; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Job Requirements /Technical Knowledge

- Associate's or Bachelor's degree, or three years' equivalent experience.
- Minimum 3 years' experience working with case management software and data standards.
- Proficiency in Excel, Word, and Outlook.
- Ability to work remotely Monday - Friday, 8:00 am – 5:00 pm.

Compensation

- \$22.00 - \$27.00 per/hour. Competitive Benefits

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 10 pounds.

Send Resumes To:

recruiting@unitedwayoc.org

Orange County United Way

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