Job Title: HMIS Specialist

The Ending Community Homelessness Coalition (ECHO) is a leading agency coordinating services for persons experiencing homelessness and creating strategies to end homelessness in Austin and Travis County. We are a dynamic non-profit organization committed to designing and implementing community-wide policies and programs grounded on collaborative partnerships, data-driven decision making, as well as innovation, bold thinking, and creativity.

ECHO is hiring for the position Homeless Management Information System (HMIS) Specialist. The ECHO HMIS team provides service organizations, nonprofits, and government agencies with support and technical assistance through data collection, reporting, and analysis. ECHO's HMIS utilizes WellSky's ServicePoint and currently supports over 350 users from over 40 different agencies ending homelessness in Austin / Travis County.

Desired Qualities
The successful candidate will demonstrate an aptitude for excellence in technical assistance, customer service, and problem solving. This position requires high energy, strong professional, interpersonal, presentation, and communication skills. The candidate must have the ability to communicate effectively to a variety of audiences, coupled with a patient, ego-less approach to customer support and troubleshooting. The candidate must have proficiency in the use of computers and various software applications as well as the ability to provide technical assistance by telephone, email, and face-to-face contact. The ideal candidate is a team player, has a well-disciplined, organized approach to time and task management, and exhibits qualities that illustrate a dedication to meeting the data needs of organizations working to prevent and end homelessness.

Essential Functions of the HMIS Specialist:

HMIS Help Desk Operations
- Serve as primary staff support for the ECHO HMIS Help Desk.
- Promptly respond to HMIS Help Desk Ticket submissions and resolve questions raised by end users.
- Manage day to day functionality of the ECHO HMIS Help Desk ticketing system.
- Responsible for the day to day support of 350+ HMIS end users.
- Provide technical support to end users to ensure ease and utility of ServicePoint.
- Monitor and analyze trends in the HMIS Help Desk to inform opportunities for training and development of the HMIS department.

Reporting Support
- Support HMIS Program Director and System Administrator by scheduling and analyzing reports using ServicePoint's Reporting Tools.
- Assist Continuum of Care (CoC) partner agencies with monthly Data Quality Reports: field questions, resolve potential issues, track submission dates for CoC-funding compliance.
- Assist Director and partner agencies with CoC Project Performance Scorecards; schedule reports, build and edit existing reports and collaborate with partner agencies to fulfill data requests.
- Schedule reports and draft monthly Homeless Service CoC Dashboard.
- Collaborate with other ECHO staff to meet reporting needs.
- Run and help analyze quarterly CoC Scorecards.

Training Support

- Maintain familiarity of and competency with the U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards and assist the HMIS Trainer with translating content to training materials.
- Assist the HMIS Trainer with New User Training, Ethics Refresher Training, Agency Admin Training, reporting training, and Point-in-Time Count training as necessary.
- Assist with training coordination and administrative support as necessary.
- Use expertise gained from Help Desk management to advise on new training opportunities.

HMIS Department Support
- Install PKI Certificates on end user computers as needed.
- Participate and contribute to monthly HMIS Subcommittee meetings.
- Perform other duties as necessary and assigned.

Experience, Education, Environment:

Experience and Skills
- User experience with ServicePoint strongly preferred.
- Familiarity and competency with HUD HMIS Data Standards strongly preferred.
- Strong customer service skills and ability to positively diffuse user frustration.
- Excellent written, oral communication, and listening skills with all levels of management, staff, and external clients, especially those who are not well versed with computers and technology.
- Ability to effectively manage time and approach tasks with efficiency.
- Demonstrated ability to troubleshoot and efficiently resolve technical issues.
- Approaches decision-making and problem-solving with creativity, initiative, and flexibility.
- Proven ability to manage multiple projects simultaneously.
- Familiarity and competency with other types of online data platforms (i.e. Google Data Studio, Tableau, Qlik Sense)
- Demonstrated ability to analyze customer needs and the ability to synthesize those needs into action within our reporting systems.
- Embraces change and thinks innovatively.

Minimum Qualifications
- Bachelor's degree or equivalent experience required.
- 1 year of experience in homeless services.
- 1 year of experience in technical support.
- 1 year of experience with HMIS and ServicePoint strongly preferred.
- Preferred training and facilitation experience.
- Proficiency with Outlook and Microsoft Office, especially Excel.

Physical Demands and Work Environment
- Regular movement associated with hooking up personal computers, laptops, and other office equipment, driving to meetings and hold in person and telephone conversations; lifting up to 20 lbs., bending, carrying, crouching, driving, fine dexterity, handing, hearing, reaching, sitting, standing, talking, typing, vision, and walking, among others.
- Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.
- Suitable office space near other ECHO staff; site visits to multiple offices of HMIS end-users across Austin / Travis County.

How to Apply:

This position is supervised by the ECHO HMIS Program Director and will be open until filled. Qualified candidates should send a cover letter and resume to humanresources@austinecho.org