



## **Job Title: HMIS Administrator**

The Ending Community Homelessness Coalition (ECHO) is hiring for position of Homeless Management Information System (HMIS) Administrator. ECHO is the CoC (Continuum of Care) and HMIS Lead Agency for Austin / Travis County. We coordinate services for persons experiencing homelessness and implement strategies to end homelessness. 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.

The ECHO HMIS Team provides service organizations, non-profits, and government agencies with support and technical assistance through data collection, reporting, and analysis. ECHO's HMIS utilized ServicePoint and currently supports 350+ end users from over 40 agencies in Austin / Travis County.

### **Desired Qualities:**

ECHO HMIS utilizes ServicePoint and the ideal candidate will demonstrate an aptitude for excellence in database management. This position requires strong professional, interpersonal, presentation and motivational skills. The candidate must have the ability to communicate effectively to a variety of audiences, coupled with a patient, ego-less approach to support and troubleshooting. The ideal candidate must have exceptional communication skills, be both a leader and a team player, 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 Functions of the ECHO HMIS Administrator:**

#### System Coordination and Oversight:

- Manages the technical aspects of the day-to-day operations of the HMIS. Works directly with the end users and the HMIS software vendor to ensure authorized access to client information, accessibility of the HMIS software, software performance, correct set up and monitoring of system security, and adherence to CoC privacy policies within the software.
- Provide technical and user support for ServicePoint software, including project set-up, system monitoring and testing, problem diagnosis and resolution
- Support the quality, accessibility, and functionality of HMIS for assigned provider agencies.
- Support local sharing agreements and related provider page set-up.
- Support provider data quality, completeness and integrity with routine data quality checks.
- Perform data integrity maintenance, such as record deduplication/merger, as authorized by the CoC.



- Provide systems training and problem-solve data issues.
- Assist with help desk and on-call coverage.
- Extract, compile, and analyze HMIS data, in accordance with CoC policies and procedures, including creation and submission of HUD required reporting on behalf of the CoC
- Extract, compile, and analyze HMIS data, in accordance with CoC policies and procedures, to support service program staff in the creation and submission of federal project reports
- Acts as ECHO's HUD HMIS Data Standards Compliance Officer.

#### Community Facilitation and Technical Assistance:

- Facilitate and/or participate in local CoC/user meetings.
- Respond to technical assistance requests from individuals, agencies, and regional committees.
- Provide the local CoCs with data to assist in HMIS data-informed decision-making
- Support agencies and CoCs in using the various reports on the system, including demographics, data quality, outcomes, grant reports, and other custom reports.
- Coordinate and prepare reports that meet the data needs of the HMIS, partner organizations, and funders.
- Use program outcomes to assist community partners with performance improvement
- Plan and deliver technical assistance, trainings, and presentations for workshops and professional meetings.
- Interact with HMIS Administrative Agency staff and other partner organizations to collect and accurately interpret information.
- Collaborate with other ECHO staff on data and reporting needs.

#### Resource Creation

- Develop technical assistance tools and resources for communities to understand community data and implement strategies to end homelessness.
- Assemble, organize, summarize, and interpret numerical data into useful documents for a wide variety of audiences.

#### **Essential Traits of the Ideal Candidate:**

##### Experience and Skills:

- Experience (3-5 years preferred) in a leadership role using ServicePoint, experience with other HMIS software will be considered.
- Knowledge and practical understanding of the homelessness field, including funding streams, population-specific needs, planning efforts, Continuum of Care practice, and housing and service models.
- 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.
- Methodological expertise in quality assurance and improvement.
- Demonstrated ability to conduct analysis of large datasets.



- Demonstrated ability to work with diverse stakeholders.

Education:

- 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.

**How to Apply:**

ECHO is an equitable opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

This position is open until filled.

Qualified candidates are invited to send a cover letter and resume to ECHO's HMIS Program Director, Melissa Wheeler, at [melissawheeler@austinecho.org](mailto:melissawheeler@austinecho.org).