

Job Title:	HMIS Training Manager
Reports To:	HMIS Director
Date Revised:	12/09/2025
Starting Salary:	\$62,000 - \$75,000
Position Type:	Full Time, Exempt

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 of Homeless Management Information System (HMIS) Trainer. 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 BitFocus System's Clarity and currently supports over 700+ users from over 70 different agencies ending homelessness in Austin / Travis County. The HMIS Trainer will work with the HMIS Department and will primarily be responsible for developing and delivering training that is responsive to the data collection and reporting needs of ECHO and the participating partner agencies.

Essential Functions of the HMIS Training Manager:

- Utilize strong analytical and technical skills to identify training opportunities for HMIS users and agency administrators.
- Maintain and facilitate a catalogue of standard HMIS Trainings, including New User Training, Agency Administrator Training, and Reporting Training.
- Create and maintain responsive e-learning, in-person, and web-based trainings for the HMIS Department that meet the evolving HMIS and data collection needs of partner agencies.
- Collaborate with the HMIS Data Quality Coordinator to develop trainings and guides for users.
- 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.
- Design, develop, and deliver HMIS trainings for the community, utilizing strong professional and interpersonal skills.
- Troubleshoot requests for technical assistance with the HMIS Data Quality Coordinator from database users.
- Create and publish standard operating procedure guides for HMIS reports and data-entry workflow for partner agencies.

- Provide departmental technical assistance support through the HMIS Help Desk Ticketing system.
- Assist the HMIS Team with implementing and making understandable federal, state, and local data collection regulations.
- Oversee reporting on the trainings completed for the HMIS Director and ECHO Executive Director.
- Other duties as assigned.

Experience, Education, Environment:

Experience and Skills

- User experience with BitFocus Clarity is strongly preferred.
- Familiarity and competency with HUD's HMIS Data Standards is strongly preferred.
- Strong interpersonal and presentation skills.
- Able to effectively manage time and approaches projects with efficiency.
- Ability to identify current and future training needs for HMIS users.
- Excellent written and oral communication skills with all levels of management, staff, and external clients, especially those who are not well versed in computer technology.

Minimum Qualifications

- Four (4) years of applicable education, volunteer and/or work experience to perform the listed duties successfully. Lived experience may be substituted for work experience up to a maximum of two (2) years.

Preferred Qualifications

- 1 year of experience in design, development, and facilitation of training strongly preferred.
- 1 year of experience in homeless services and/or technical support.
- 1 year of experience with HMIS and Clarity strongly preferred.
- Proficiency with Outlook and Microsoft Office.

Work Environment:

This job operates in office settings and is currently hybrid. Employees are required to use their personal cell phone for business purposes. This position does require commuting throughout Austin/Travis County for various stakeholder meetings, when applicable. Proficiency in using Microsoft suite, including Outlook, Word, Excel, and PowerPoint, and the ability to adapt and commit to using other software or technology is needed.

Physical Demands:

Physical demands include the use of standard office equipment, including computers, copy machines, phone, etc. The ability to communicate clearly and appropriately with co-workers and community partners.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause undue hardship on ECHO operations. Contact human resources (HR) with any questions or requests for accommodation.

Position Type and Expected Hours of Works

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Agency meetings occur on business days between the hours of 8:00 AM and 5:00 PM (Central Standard Time). Occasional evening and weekend work may be required as job duties demand. A high degree of flexibility can be anticipated by ECHO staff when conducting most independent and/or administrative work. Some travel is expected for this position both locally and to national conferences.

Compensation and Benefits:

ECHO offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 8 paid holidays, 4 paid work/life wellness days and opportunities for educational and professional development.

Cultivating Culture:

At the Ending Community Homelessness Coalition (ECHO) we are committed to cultivating a culture of respect for the dignity and value of each individual and family accessing the Homelessness Response System. These values are essential to our mission focused on leading and aligning a coalition to administer an effective Homelessness Response System, centered in racial fairness, informed by the needs and expertise of people experiencing homelessness, and accountable to systemically marginalized communities. We welcome all. ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

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 Whitney Bright, ECHO HMIS Program Director, at whitneybright@austinecho.org.

This job description has been approved by all levels of management:

Manager _____ Date: _____

HR Director _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____