Job Title: HMIS TRAINER

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) 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 Bowman System's ServicePoint and currently supports over 250 users from over 30 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.

Desired Qualities

The successful candidate will demonstrate an aptitude for excellence in identifying training opportunities, developing training materials, and training facilitation. This position requires strong technical assistance, customer service, and communication skills. The candidate must have the ability to communicate effectively to a variety of audiences in varying formats (in person, email, webinars, etc.), coupled with a patient, ego-less approach to group facilitation and training. The candidate must have proficiency in the use of computers and various software applications as well as the ability to provide training in person and online. The ideal candidate will be a team player, have a well-disciplined, organized approach to time and task management, and exhibit qualities that illustrate a dedication to meeting the training needs of organizations working to prevent and end homelessness.

Essential Functions of the HMIS Trainer:

- 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 responsive e-learning and web-based trainings for the HMIS Department that meet the evolving HMIS and data collection needs of partner agencies.
- 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 in-person HMIS trainings for the community, utilizing strong professional and interpersonal skills.
- Create and facilitate volunteer training for the annual Point in Time Count and other community data collection initiatives.
- Troubleshoot requests for technical assistance 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.
- Actively participate in the Point in Time Count Committee and HMIS Subcommittee.
- Other duties as assigned.

Experience, Education, Environment:

Experience and Skills
- User experience with Bowman System's ServicePoint 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
- Bachelor's degree in Psychology, Social Work, Computer Science, or related is required.
- 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 ServicePoint strongly preferred.
- Proficiency with Outlook and Microsoft Office.

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 Katy Manganella, ECHO HMIS Program Director, at katymanganella@austinecho.org.