



**ECHO Homeless Management Information System (HMIS) Data Quality Coordinator**

**Job Title: HMIS Data Quality Coordinator**

<b>Job Title:</b>	Homeless Management Information System (HMIS) Data Quality Coordinator
<b>Department:</b>	Homeless Management Information System Department
<b>Reports To:</b>	Homeless Management Information System Administrator
<b>Date Created/Revised:</b>	September 9, 2024
<b>Salary Range Begins At:</b>	\$52,000 - \$62,000
<b>Position Type:</b>	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 Homeless Management Information System (HMIS) Data Quality Coordinator. 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 Community Services and currently supports over 700 users from over 65 different agencies ending homelessness in Austin / Travis County. This position could be, with a plan and specific timeline, elevated to a HMIS Data Quality Manager within 6-12 months.

**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 Data Quality Coordinator:**

### HMIS Data Quality

- Support the implementation of the data quality monitoring plan.
- Update and maintain ongoing reports created by the HMIS team.
- Lead the development and improvement of the monitoring of all HMIS participating projects for HUD and local government compliance for standards of client confidentiality, data collection, data entry, data retrieval, and reporting.
- Implement and monitor quarterly data quality checks of each HMIS participating agency using the Data Quality Monitoring Plan self-check tool. Follow up with and support agencies as needed.
- Document the findings of the review based on the Data Quality Monitoring Plan.
- Provide assistance with complex help desk inquiries, customer service needs, and troubleshooting.
- Support the HMIS Team in coordinating with relevant HMIS Committees and CoC partners to review and update HMIS Policies and Procedures, Data Quality Plan, Data Security Plan, and other documents as needed.
- Work with HMIS Participating Agencies to clarify and understand funding-specific data requirements.

### Reporting Support

- Support the Longitudinal Systems Analysis (LSA).
- Support HMIS Program Director and System Administrator by scheduling and analyzing reports using Community Services's Reporting Tools.
- Assist Continuum of Care (CoC) and Non-CoC funded partner agencies with data quality reports and analysis.
- Assist with yearly reporting to the U.S. Department of Housing and Urban Development (HUD) such as the Housing Inventory Count (HIC), and System Performance Measures (SysPMs).
- Collaborate with other ECHO staff to meet reporting needs.

### 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 Training Manager by identifying data quality errors that require further training to users.
- 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

- Assist with dissemination information regarding changes in HMIS and data standards.
- Participate and contribute to monthly HMIS Subcommittee meetings.
- Perform other duties as necessary and assigned.

## **Experience, Education, Environment:**

### Experience and Skills

- User experience with Community Services 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.
- Ability to interpret, clean, and prepare datasets.
- Familiarity and competency with other types of online data platforms (i.e. Google Data Studio, Tableau)
- Demonstrated ability to analyze data and the ability to synthesize those needs into action within our reporting systems.
- Embraces change and thinks innovatively.

### Minimum Qualifications

- Two (2) years of applicable work experience and/or educational credentials to perform the above duties successfully. Lived experience may be substituted for work experience up to a maximum of one (1) year.

### Preferred Qualifications

- 1 year of experience in homeless services.
- 1 year of experience in data analytic.
- 1 year of experience with HMIS and Community Services strongly preferred.
- Preferred training and facilitation and SQL experience.
- Proficiency with Outlook and Microsoft Office, especially Excel.

## **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 computer, copy machine, 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.

**Diversity, Equity, Inclusion & Belonging Statement:**

The Ending Community Homelessness Coalition (ECHO) values diversity, equity, and inclusion in every aspect of our work, including our internal operations and external activities to support our mission. 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 equity, 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.

Qualified candidates are invited to send a cover letter and resume to ECHO's HMIS Director, Whitney Bright, at [Whitneybright@austinecho.org](mailto:Whitneybright@austinecho.org) and the Human Resource Director at [Tonyathomas@austinecho.org](mailto:Tonyathomas@austinecho.org)