



North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

to End Homelessness

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HMIS System Administrator

The North Carolina Coalition to End Homelessness is seeking full-time HMIS System Administrators. This posting is for three open positions within the newly created Center for Data and Analysis.

The ideal candidate will have a proven ability to foster coordination and cooperation among diverse groups. He or she will be committed to getting results in a fast-paced environment and able to handle a heavy workload and keep track of detailed information. This position is an opportunity to engage with policy makers, state and local leaders, and housing and service providers to build capacity, strengthen partnerships, and create innovative programs to alleviate homelessness.

About NCCEH

The mission of the North Carolina Coalition to End Homelessness is to end homelessness by creating alliances, encouraging public dialogue, securing resources, and advocating for systemic change. NCCEH works with communities to address root causes of homelessness by developing and implementing data-driven strategies that are focused on permanent housing and appropriate services.

NCCEH staff work as a trust-based, collaborative team to create a dynamic, creative workplace that focuses on questioning the status quo in order to bring about systems change. The System Administrator positions will increase our team's ability to improve program and system performance by assisting partner agencies in gathering and using data.

Primary Responsibilities

The HMIS System Administrator, who is based in Raleigh, NC and reports to the Data Director, is responsible for the following:

- System Coordination and Oversight
 - Provide technical and user support for ServicePoint software, including account set-up, system monitoring and testing, problem diagnosis and resolution
 - Support the quality, accessibility, and functionality of HMIS for assigned provider agencies
 - Attend system administrator user meetings to share and benefit from lessons learned across the state
 - Report database problems and successes to HMIS Administrative Agency
 - Support local sharing agreements and related provider page set-up
 - Support provider page completeness and routine data quality checks
 - Provide systems training and problem-solve data issues
 - Oversee HMIS-related files, records, and documents, including User Agreements, Participation Agreements, and Administrative QSOBAAs
 - Assist with help desk and on-call coverage
- Community Facilitation and Technical Assistance
 - Facilitate and/or participate in local user meetings
 - Respond to technical assistance requests from individuals, agencies, and regional committees
 - Conduct annual site reviews with participating agencies

- 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 NC HMIS Administrative Agency staff and other partner organizations to collect and accurately interpret information
- 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 Skills

We're seeking candidates who excel in relationship building, are results-oriented, and have strong project management skills. You should have:

- A track record of developing and maintaining strong working relationships with and among a diverse group of stakeholders
- A demonstrated commitment to meeting high expectations and a history of getting things done even in the face of obstacles
- Strong group facilitation, writing, and editing skills
- Excellent listening, assessment, and problem-solving skills
- Strong presentation skills and experience using Microsoft PowerPoint and other training techniques based on adult learning theory
- Ability to understand agency information needs and translate those needs into a functional database structure

Essential Knowledge

- Experience working in or with a direct service organization responsible for administering a homeless service or housing program
- 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
- At least one year experience in operation of Bowman's ServicePoint application or other relational database
- Experience providing technical training

Bachelor's degree required; advanced degree in related field preferred. Minimum two years of professional experience working for a homeless service provider preferred.

Salary commensurate with experience. Excellent benefits and leave package. Travel required.

How to Apply

Required application documents:

- Résumé
- Cover Letter
- Reference List
 - Include 3 professional references and describe how you know the individual and how long you have known the individual.
- Writing Sample
 - Include a writing sample (one or more pieces) that will provide an example of your professional writing. You may also submit other documents, such as PowerPoint presentations, in addition to the writing sample to provide additional insight.

Upload résumé, cover letter, reference sheet, and writing sample to NCCEH's online form available at

<http://www.ncceh.org/joinourteam>. Applications will be accepted until the position is filled. Applications received by February 28, 2015, are guaranteed review. NCCEH is an equal opportunity employer.