

Project Specialist Job Description

Full-time, regular, exempt | Remote

The ideal candidate will be committed to getting results in a fast-paced environment, able to handle a heavy workload, and keep track of detailed information. This position is an opportunity to collaborate with a team that is engaging with policymakers, state and local leaders, and housing and service providers to build capacity, develop the workforce, strengthen partnerships, and create innovative programs to alleviate homelessness.

Primary Responsibilities

The Project Specialist reports to a Project Director and is responsible for the following:

- Support the accomplishment of Data Center team and project goals with Homeless Management Information System data
- Coordinate the delivery of remote and on-site training
- Support the provision of technical assistance on service delivery, program oversight, and system evaluation to a wide variety of stakeholders by assisting with creating and distributing materials, planning logistics for meetings, and other tasks as needed
- Assist in creation and dissemination of educational materials in various formats
- Support internal team project management
- Be familiar with information and data about best practices, evidence-based interventions, and project and system performance to gain insight into project goals
- Assist in the cultivation of relationships and coalition building with NCCEH partners

Workplan: Data Center Support

- Support increasing data literacy in the homeless services system and provider communities across the state, particularly with a lens for equitable and accessible services
- Provide coaching and technical assistance to a wide variety of stakeholders, particularly service providers and case managers
 - Triage helpdesk tickets and provide excellent customer service (Lead responder 2 days/week)
 - Manage training and onboard new HMIS Users (about 10-20 per month)
 - Provide 1:1 support to HMIS Users to encourage best practices
 - Use curiosity and data sleuthing to investigate data or reporting issues
- Create and maintain internal procedures to ensure compliance with HMIS Lead responsibilities
- Drive HMIS system maintenance and updates
- Participate in system reporting and monitoring activities
 - Support providers with implementation of Data Quality Plans
 - Identify, develop, plan, and support user data corrections and CoC submission for required federal reporting

Essential Skills

- Commitment to social, racial, and economic justice and NCCEH's mission
- Commitment to high professional ethical standards
- Excel in relationship building, be results-oriented, and have strong project management skills
- Track record of developing and maintaining strong working relationships with and among a diverse group of stakeholders, especially in account or client support role
- Drive to meet high expectations and a history of getting things done despite obstacles
- Demonstrated leadership and vision-setting skills in managing major projects or initiatives

- Strong communication skills including speaking, writing, editing, and layout
- Excellent listening, assessment, and problem-solving skills in a team orientation
- Ability to learn technical systems, including relatively old relational database (HMIS)
- Strong organizational skills with demonstrated critical, analytical, and lateral thinking
- Ability to simultaneously manage several projects and produce key deliverables within tight timeframes

Essential Knowledge

- Experience working in or with a direct service organization or local government agency responsible for administering a social service program
- Demonstrated system thinking ability or skill to perform problem-solving in a complex system
- Demonstrated facilitation skills to create consensus with an orientation toward action
- Knowledge and practical understanding of the homelessness field or related fields
- Demonstrated knowledge of Microsoft Windows and Office (especially Excel), Google Suite, and Project Management software (such as Smartsheet)

Starting Salary: \$55,000

Employee Benefits: NCCEH provides a comprehensive suite of benefits to all full-time staff, including medical, dental, vision, and life insurance coverage; generous general leave, organizational holidays, and child and community involvement hours; and an annual retirement account contribution, equal to 6 percent of salary earned.

Other hiring protocols:

- NCCEH requires proof of COVID-19 vaccination for all NCCEH staff.
- NCCEH follows a hybrid remote work policy for Triangle area positions (at staff discretion).
- The position may include occasional travel within the HMIS implementation's 81-county geographic area.
- This position involves sedentary work that primarily entails sitting/standing.
- Posting will remain active until filled.

NCCEH is a registered 501(c)(3) nonprofit organization. NCCEH is committed to building a staff that reflects the community served by the organization's mission and strategic priorities. We invite applications from diverse candidates including candidates with lived experience and will not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, ancestry, disability, age, or marital status.

DEI Statement:

NCCEH believes valuing human dignity and promoting justice requires that we hold ourselves to a higher standard. The diversity of our state and the people we serve is the fuel that drives our growth. We will reflect this diversity by going beyond representation, to redistribute power to staff and people with lived expertise, making them equal partners in our efforts to end homelessness. NCCEH commits to motivating our partner agencies to embrace diversity, equity, inclusion, and belonging to our work. We seek to learn, grow, and succeed together to embody an environment of respect and curiosity.