



Homeless Services Network of Central Florida (HSN) Position Description

Position: HMIS Partner Support Specialist

Salary: \$
Department: HMIS
Supervised By: HMIS Partner Success Manager
Supervises: None
FLSA Status: Non-Exempt/Regular/Full-time
Effective Date: May 1, 2019

Position Summary

Homeless Services Network (HSN) of Central Florida is committed to the vision of “Everyone making their way home.” HSN’s mission is leading the Central Florida’s community-wide effort to end homelessness through collaboration, strategy, capacity building and effective stewardship of knowledge and resources. HSN will accomplish this mission by Delivering excellence in system improvement; ensuring effective resource management; giving trustworthy expertise; while always honoring people.

The HMIS Partner Support Specialist is responsible for providing customer and data quality support to agencies participating in the Homeless Management Information System (HMIS) through Homeless Services Network (HSN) of Central Florida. This position works with the Department’s Partner Success Manager to support the Central Florida Continuum of Care (CoC FL-507) and HSN system performance measures.

Skills and Abilities

Ability to work with minimal supervision and exercise good judgement; strong verbal and written communication skills to include data management and analysis skills; ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; standard office computer skills and website development/management.

Essential Duties/Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Evaluate, triage and support internal and external HMIS requests through Zendesk (Agency Ticketing system).
2. Responsible for HMIS data quality and monitoring plan through:
 - o Analysis of HMIS generated reports according to HUD and CoC requirements.
 - o Auditing of agency and project level data.
 - o Scheduling and helping agencies in the process of data cleanup through agency monitoring.
3. Preparing HMIS generated reports for internal and external consumption.
4. Participate in the development and implementation of training curriculum
5. Provide training and support to agencies
6. Other duties as assigned.

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6. Other duties as assigned.

Education and Experience

A Bachelor's degree in Human Services, Public Administration, Social Work, or a related field; or an Associate's degree with two (2) years of commensurate experience. Training experience is required. Data analysis and report creation experience is preferred.

Qualifications/Requirements

- Excellent customer service/public relations skills, including ability to work collaboratively with others and individually.
- Experience with information/client data technology (preferably Electronic Health Records or HMIS).
- Ability to multitask in an ever changing and fast paced environment while paying attention to detail.
- Knowledge of and experience with common internet web browser interfaces.
- Demonstrated knowledge of Microsoft Office; Excel specifically.
- Demonstrated knowledge of the Google Suite.
- Knowledge of and experience with online collaborative tools.
- Ability to follow oral and written instructions accurately and perform accurate basic arithmetic calculations.
- Excellent written and oral communication skills.
- Experience in quantitative data analysis.
- Knowledge of and experience with HUD HMIS Data & Technical Standards preferred.
- Knowledge of and experience with HMIS software products, especially WellSky's Service Point preferred.

Certificates, Licenses, Registrations

- Hold a valid driver license in accordance with HSN's Motor Vehicle Policy.
- Ability to use one's personal vehicle for daily duties with reimbursement.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; handle or feel objects; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team, as well as interface with clients, agencies and funders. The employee will spend significant portions of time in the field, as well as in an office setting. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing. This is a full-time position requiring 40 hours per week. Additional hours are occasionally required. Work generally occurs Monday through Friday between 9:00 a.m. and 5:00 p.m.

Conditions of Employment

- Satisfactory reference and background investigation checks.
- Completion of a pre-employment drug screening and completion of post-employment drug or alcohol tests upon reasonable suspicion of use.
- Demonstrated computer literacy through successful completion of pre-employment testing may be required.
- Completion of Agency-wide new employee orientation and ALL required paperwork prior to reporting to work.

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- Participation in payroll electronic deposit.
- Compliance with all HSN Policies and Procedures.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job.

Veterans, Persons of Color and Current or Formerly Homeless Persons are encouraged to apply.

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
