



## JOB POSTING: Homeless Management Information System (HMIS) Specialist

<b>TITLE:</b>	<b>Homeless Management Information System (HMIS) Specialist</b>		
<b>REPORTING TO:</b>	<b>Senior Manager of Homeless Initiatives</b>	<b>STATUS:</b>	<b>Full-time, Non-Exempt</b>

Community Health Partnership was formed in 1992 by local healthcare leaders to foster a collaborative approach to addressing health care issues. We exist to improve the health of the Pikes Peak region. Our vision is to pioneer a process of collaborative leadership that results in measurable improvements in community health. We use collective impact as our primary collaboration methodology and currently serve as a backbone organization in three complex local initiatives that work to prevent and end homelessness, suicide, and substance use disorders.

### Detailed Job Description:

Community Health Partnership administers the Homeless Management Information System (HMIS) on behalf of the Pikes Peak Continuum of Care (PPCoC) in El Paso County, Colorado. In collaboration with HMIS team members, the HMIS Specialist will assist with the day-to-day operations of the HMIS and provide comprehensive support to end-users. Additionally, the HMIS Specialist will assist with the setup and monitoring of system security, ensure system enhancements are configured, and assist with special projects as needed.

### Essential Functions:

#### ***Administrative***

- Assist with management of incoming customer service requests via Zen Desk, such as password resets new user setup and basic end-user troubleshooting. Track status of all tickets/requests
- Maintain compliance, data quality, and training logs for all work completed by the HMIS Team
- Maintain up-to-date knowledge of Homeless Management Information System Software, HUD HMIS data standards, data dictionary, and reporting requirements
- Assist in routine data entry, communication, document and form preparation, and data quality monitoring
- Develop, prepare, monitor, and maintain special projects as requested
- Support and assist the HMIS Data and Reporting Specialist with required reporting for federal, state, and locally funded partners and programs as needed

#### ***Technical Assistance and Security***

- Assist with implementation and enforcement of security procedures related to data input, sharing, and viewing by HMIS participating agencies
- Ensure technical documentation, such as system configuration and a local HMIS specific data dictionary, is maintained and updated as necessary
- Assist with security standard monitoring in accordance with established policies and procedures
- Run monitoring reports for compliance of established policies, procedures, and plans and report deviations from privacy protocol according to an established channel of communication
- Work closely with project stakeholders and team members to understand data entry needs and identify, develop, and test potential database solutions
- Test and evaluate HMIS integration with external databases
- Assist w/development and maintain a data quality improvement plan
- Prepare monthly agency data quality reports, communicate to partner agencies for error correction, and collaborate with partner agencies on data clean-up
- Other duties as assigned

### Knowledge, Skills, and Abilities:

- Ability to communicate clearly and professionally, both verbally and in writing

#### CHP IS AN EQUAL OPPORTUNITY EMPLOYER

Community Health Partnership provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.



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- Proficient user of email, audio and video conferencing, and instant messaging tools
- Demonstrated ability to provide superior internal and external customer service
- Understanding of how to define problems, collect data, establish facts, and draw valid conclusions
- Ability to work effectively and professionally with people from diverse backgrounds
- Ability to learn quickly, handle multiple tasks simultaneously, anticipate and meet established deadlines, and regularly produce high-quality work products in a deadline-driven environment
- Highly developed sense of integrity and commitment to maintaining confidentiality
- Knowledge of homeless issues and demonstrated sensitivity to and a desire to work with underserved populations
- Emotional intelligence: understanding one's own values, emotions, and thought processes, and the ability to listen to others with empathy to design solutions to problems
- Results-driven and acts in accordance with behavioral norms and expectations
- Ability to thrive in a dynamic, strategic, fast-paced environment
- Vigorous drive, enthusiasm, and a sense of humor
- Ability to diagnose problems quickly, have foresight into potential issues, and drive decisions based on organizational, and team needs
- Strong collaboration skills: problem-solver, builds and maintains trust, flexible/adaptable, can tolerate ambiguity, and results-oriented

### **Minimum Qualifications:**

- Bachelor's degree from an accredited four-year college or university or equivalent experience or training (i.e., information systems management, statistics, or computer science)
- Previous experience working with HMIS systems preferred
- Adobe Pro Proficiency
- Minimum one year of technical assistance experience
- Computer coding experience preferred
- Excellent knowledge of MS Office
- CHP performs a background check on all employees prior to employment
- All candidates must be eligible to work in the United States

### **Physical Demands/Working Conditions:**

- Works in a clean, comfortable environment
- Must be able to remain in a stationary position 50% of the time
- The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Using a computer and associated peripherals up to eight hours a day (keyboard, telephone, mouse, monitors, etc.)
- Operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer
- You must have access to reliable transportation
- Requires occasional visits to agency partners, including homeless shelters
- Must maintain the security of Personally Identifiable Information (PII)

### **Equipment Required and Other:**

This position may require the incumbent to occasionally use personal equipment (e.g., vehicle, cell phone, etc.) in the course of their employment

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### **Benefits:**

We offer a very competitive benefits package, which includes Medical Insurance, Dental Insurance, Vision Insurance, Life Insurance, Accident Insurance, Employee Assistance Program, 401k, Paid Time Off, Flexible Scheduling, and a Hybrid Remote Work Option (part-time home, part-time office).

### **Justice, Equity, Diversity, And Inclusion (JEDI) Commitment Statement:**

Community Health Partnership is fully committed to racial Justice, Health Equity, Diversity, and Inclusion (J.E.D.I.) We commit to confronting systems of oppression by addressing white supremacy in our organization and in the community. Through self-reflection, growth, and collaboration from staff, board members, and community partners, we commit to actualizing racial equity, inclusion, and belonging. We invite you to join us in ending health and racial inequities to improve the health of the Pikes Peak region.

### **Salary Range:**

The salary range for this position is \$47,500-52,500

### **To Apply:**

Please submit a brief cover letter detailing why you are interested in working for CHP and qualified for this position, as well as your resume. Submit the required materials to [hr@ppchp.org](mailto:hr@ppchp.org). Position will remain open until filled.

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