



## HMIS Data Analyst

### Job Description

**Company Background:** 2-1-1 Orange County is a non-profit agency, serving as the comprehensive information and referral system for the county. 211OC provides a resource database of health and human services and support, accessible 24 hours a day, 7 days a week online and through our multi-lingual hotline, connecting people quickly and effectively to existing programs and disaster response information. 211OC also serves as the HMIS Lead Agency for Orange County, managing the Homeless Management Information System (HMIS) database. 211OC participates and plays a vital role in our Continuum of Care's goal of ending homelessness in Orange County.

**Position:** HMIS is a web-based data system which collects homeless services and related data from shelters, supportive service providers, and public agencies working to serve homeless and at-risk clients in Orange County. Its purpose is to ascertain an unduplicated count of people experiencing homelessness in Orange County, track their progress through the system of care into self-sufficiency, coordinate service delivery, and provide accurate aggregate data regarding sub-populations. The successful candidate will have a strong aptitude for providing technical support to non-technical database users, databases, and a keen interest in analyzing and interpreting data including writing and running reports. Under the direction of the HMIS Program Manager, the selected candidate will be responsible for leading HMIS training activities, contributing content to monthly HMIS user meetings, compiling monthly performance reports using HMIS data, participating in the completion of several HUD reports throughout the year, and providing general support to HMIS participating agencies.

**Benefits:** Eligible

**Status:** Full-Time, Non-Exempt

**Salary:** \$22 - \$27/hour

**Reports to:** HMIS Program Manager

**Supervises:** none

**Work Schedule:** Must be able to commit to working 40 hours per week. Schedule may change as needed, and flexibility is required.

### QUALIFICATIONS

#### Education/Experience:

- Associate's or Bachelor's degree, or three years' equivalent experience.
- Minimum 3 years' experience working with complex datasets and data standards.
- The candidate must have a strong proficiency in Excel, Word and Outlook.

#### Required Skills:

- The ability to investigate the validity of data both in a consumer facing database interface and reporting.



- Independently plan and organize research activities to meet specific needs of an agency, partner or community-based organization.
- A sharp ability to clearly understand and translate technical information to non-technical audiences.
- Attention to detail and excellent verbal and written communication.
- Excellent customer service skills

**Additional Desirable Qualifications:**

- Public speaking skills
- Expertise in all Microsoft Office products and internet proficiency
- Experience working with nonprofit organizations, governmental agencies and a demonstrated ability to work with diverse community and organizational groups is strongly preferred

**JOB DUTIES**

**Primary Duties:**

- Serves as 2<sup>nd</sup> tier technical support to HMIS agencies to ensure appropriate use of system
- Supports the ongoing development of HMIS training and education materials, including the development of new and maintenance of existing training materials, as well as conducting training in webinar format.
- Participate in agency audit process, including maintenance of materials, training staff, performing audits, tracking results and following up with agencies
- Compiles monthly performance reports using HMIS data including managing the data quality correction process, analyzing final data for performance evaluation, and creating a report using performance findings that are easy for non-technical audiences to understand.
- Completes agency and project set-up in HMIS as needed
- Participates in the completion of annual Point in Time Count (PIT) and Housing Inventory Count (HIC) and Longitudinal Systems Analysis Report (LSA) reporting to HUD; assist with other reports as needed
- Ongoing support including system monitoring and testing, problem diagnosis and resolution, and updates to the HMIS
- Provides content for monthly HMIS user meetings to address appropriate system use, recommend system improvements, facilitate information sharing and identify best practices

**Secondary Duties:**

- Trains and mentors junior-level positions as needed
- Maintains quality, accessibility, and functionality of HMIS by keeping up to date with release notes and other documentation from the HMIS vendor and HUD.
- Provides data as requested by HMIS participants, the CoC Lead, and the CoC Board
- Produces and analyzes HMIS usage and audit reports; create ad hoc reports on request
- Creates education documentation on the use of HMIS and HUD policy for a non-technical audience as needed
- Contribute website content updates.



- Performs other duties assigned as related to the support of 211OC's broader goal of assisting service providers in effectively sharing resources and information to best serve clients

**Physical Activity:** In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. May be required to drive an automobile or use public transportation to attend meetings within the community. He or she is expected to lift and carry office records and supplies up to 15 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

2-1-1 Orange County is an Equal Opportunity Employer.

If you are interested in applying for this position, please follow this link to apply on Indeed: <https://indeedhi.re/3vGUVRZ>.