

HMIS Support Specialist

The Calgary Homeless Foundation

The Calgary Homeless Foundation (CHF) is a registered charity that exists to end homelessness in our city. Through Systems Leadership and mobilization of collective impact CHF is a catalyst and enabler for Systems and Service Agencies to optimize client success. CHF is committed to moving forward in partnership with the many homeless-serving agencies, the private sector, all four levels of government (Federal, Provincial, Municipal and Indigenous), the Indigenous and faith communities and all Calgarians to end homelessness in Calgary. We are looking for passionate, entrepreneurial and talented people to join our action-oriented, high impact team.

The Position

Reporting to the HMIS Manager, the HMIS Support Specialist will be responsible for supporting the Homeless Management Information System (HMIS) utilization within the Calgary Homeless Foundation and its participating agencies. Responsibilities will include HMIS software administration and documentation, monitoring and auditing data entry, providing technical support, supporting HMIS uptake and utilization, assisting with reporting requirements, software training, and operational communications.

The HMIS Support Specialist will act as an ambassador for the Foundation in all interactions with external and internal HMIS participants on the CHF's behalf. This will include interactions with customers, volunteers, government, funders and service providers.

The HMIS is an electronic system that collects consistent information about Calgary's homeless population throughout the community of care.

More on HMIS: <http://calgaryhomeless.com/agencies/hmis/>

Our Staff

CHF staff are action oriented individuals who are catalytic leaders, courageous collaborators, evidence inspired and vision dedicated. They choose to bring their professional expertise and personal talents to the non-profit sector, to add value to the full community. They work cooperatively with others in a strong team environment; demonstrate flexibility in organizing and undertaking work; show a high degree of initiative, discernment and resourcefulness; exhibit excellent communication and relational skills; demonstrate thoughtfulness and intelligence in decision making; and are focused on creating positive outcomes for persons without homes, as articulated in Calgary's Plan to End Homelessness.

Accountabilities and Deliverables

The HMIS Support Specialist will work with agencies during the implementation and utilization phase of HMIS to maintain high-quality data collection procedures and provide technical support for HMIS operations including:

- On-site support to provide current participating agencies with assistance to support their successful use of HMIS;
- Workflow assessments to provide new agencies with assistance to implement HMIS;
- Virtual support on HMIS data administration, quality, reporting, privacy practices and security requirements via a help-desk;
- HMIS software administration: passwords, user accounts, licenses, client file transfers and program profiles,
- Prepare, update, and edit HMIS communication materials (email, website);
- Prepare, update, and edit HMIS procedural documentation (hard-copy and electronic files);
- Analyzes problems (both technical and operational) and arrive at workable solutions;
- Data analysis including extraction of data from the database and review of the data;
- Conduct HMIS training for groups up to 15 people;
- Collaborate with external stakeholders to increase usability of the system; and
- Coordinate updates with the system provider;
- Ensure HMIS Policies and Procedures are adhered to with a specific emphasis on privacy and security when required
- Project coordination on various initiatives such as Coordinated Access & Assessment and non-funded program data collection
- Participate and present at community meetings regarding HMIS

Education and Experience

Preference will be given to candidates with a Bachelor's degree or, at least two years' experience in a database focused environment. Advanced proficiency with Microsoft Word and Excel is required, and experience with various software systems would be an asset. In addition, experience delivering training sessions to small groups would be preferred. Knowledge of homeless services, processes and experience working in non-profit organizations would be an asset.

General Competency Requirements

- **Culturally Congruent:** A passion for, belief in and communication of the CHF vision, mission and values. Will promote a transparent, ambitious, goal and achievement oriented culture. Demonstrates a strong service ethic and customer service approach.
- **Collaborative and Collegial:** Works well with others, whether at the most senior levels, with direct reports or with others across the organization. Understands how to work with the community in a collaborative manner.
- **Analytical:** Able to quickly assess situations, build appropriate plans and execute those plans flawlessly. Willing to work at all levels - from broad strategy to execution detail.
- **Results Oriented:** Sets high standards of performance including setting goals and priorities that maximize available resources to deliver results against the CHF direction,

objectives and public expectations. Will monitor progress and make adjustments as necessary on an ongoing basis.

- **Work Quality:** Detail oriented with a high degree of accuracy.
- **Project Management Skills:** Proven strong project management skills with ability to multi-task and set priorities within tight timelines.
- **Professionalism & Confidentiality:** Exhibits high degree of professionalism. Is able to work with confidential material in a discreet, respectful and professional manner.
- **Credibility:** Demonstrated ability to build organizational trust in his or her professionalism, expertise and ability to create solutions and deliver desired outcomes.
- **Honesty & Integrity:** Demonstrates the highest levels of honesty and integrity in all dealings with internal and external stakeholders.

Application Deadline: 4:00 PM - Friday June 22, 2018

Apply with your Resume and Cover letter to: careers@calgaryhomeless.com

Please note that the Calgary Homeless Foundation requires the successful candidate to provide a police information check as a condition of employment.