



**Position:** HMIS Support Coordinator

**FLSA Status:** Exempt

**Job Status:** Full Time

**Reports To:** HMIS Manager

**Supervises:** NA

The HMIS Support Coordinator provides essential technical support to HMIS End Users through Partnership Home's HMIS Help Desk, serving as the primary point of contact for troubleshooting and user assistance across multiple databases. The HMIS Support Coordinator monitors help desk activity to identify trends and inform and assist in the development of training opportunities.

HMIS is used to collect, analyze, and report client-level data for persons served by homeless prevention, supportive services, shelters, and housing agencies. All employees are expected to contribute to a positive workplace culture that creates an environment of collaboration and in alignment with organizational values.

#### **Reasonable Accommodations Statement**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Serves as primary staff support for the Partnership Home HMIS Help Desk by providing technical support to HMIS End Users across several databases.
- Monitors and analyzes trends in the HMIS Help Desk to inform opportunities for training and development of the HMIS department.
- Assists in the development and implementation of HMIS training for HMIS End Users.
- Maintains familiarity and competency with the U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards.
- Assists with the maintenance of the HMIS system, including data cleanup, quality checks, and other collaborative efforts.

#### **QUALIFICATIONS**

- Bachelor's degree in computer science or related technology field or equivalent experience preferred.
- Minimum of one-year professional work experience within an information technology environment such as web development or database management is preferred.
- Direct experience with HMIS or a client-based software application preferred.

- High degree of computer literacy including excellent command of Microsoft Office and Adobe Acrobat, as well as web-based interface applications.

## **COMPETENCIES**

- Knowledge and understanding of computers and software applications
- Ability to learn and fully use data software within the first 90 days of employment;
- Previous project management experience with demonstrated organizational skills and ability to manage deadlines.
- Proven ability to provide positive and effective leadership within the agency and to end users across the community.
- Excellent oral and written communication skills
- Strong analytical and critical thinking skills
- Detail-oriented and polished professional
- Ability to work with individuals from diverse backgrounds

## **WORK BEHAVIORS**

- Represent Partnership Home in a professional manner at all times
- Desire and commitment to prevent and end homelessness
- Maintain confidentiality of clients served
- Maintain high ethical standards
- Establish a respectful relationship with persons served
- Work collaboratively with other personnel and/or service providers or professionals
- Work independently
- Maintain professional boundaries

## **GALLUP CLIFTON STRENGTHS ALIGNMENT**

- Focus
- Analytical
- Intellection
- Discipline
- Responsibility

## **WORK ENVIRONMENT**

Office setting, mostly seated for long periods of time, walking/standing/lifting may be required. Occasional after hours and off-schedule time will be required to support major projects and special events, such as the annual point-in-time Homeless Count.

## **STATEMENT ON DIVERSITY**

The staff, customers, stakeholders, and colleagues of Partnership Home reflect the diversity of our community. Partnership Home's services conform to Federal Fair Housing Laws and the City of Fort

Worth's public policies on non-discrimination. Employees of Partnership Home are expected to treat all persons with dignity and respect without regard to race, creed, color, sex, religion, disability, mental illness and/ or addictions (diagnosed or not), age, national origin, familial status, source of income, criminal background, sexual orientation, gender identity or gender expression.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.