

Cover letter and resume may be submitted via email to HR@211oc.org



## HMIS Program Manager

### 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 the homeless, track their progress through the system of care into self-sufficiency, coordinate service delivery, and provide accurate aggregate data regarding sub-populations. Under the direction of the Director, CoC Data and Operations, the selected candidate will be responsible for the management of the Homeless Management Information System (HMIS) department including database management, statistical reporting, technology troubleshooting, and management of the staff and volunteers in the department.

**Benefits:** Eligible

**Status:** Full-Time, Exempt

**Salary:** Commensurate based on experience

**Reports to:** Director, CoC Data and Operations

**Supervises:** HMIS Department staff and volunteers

**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 and one year of management experience
- Minimum 4 years' experience working with complex datasets and data standards.
- The candidate must have a strong proficiency in Excel, Word, Outlook, and data visualization software like Tableau or PowerBi.

#### Required Skills:

- Advanced computer and Microsoft Office Suite skills required
- Independent decision-making skills
- Strong analytical background

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- Ability to work independently as well as part of a team

**Additional Desirable Qualifications:**

- 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:**

- Oversee the HMIS department, including staffing, training, conducting reviews
- Provide input on grant proposals; assist with grant reporting
- Mentor and train staff
- Oversee required reporting to HUD including 211OC's Annual Performance Report (APR), Longitudinal System Analysis (LSA), Sheltered Point in Time Count (PIT), and Housing Inventory Count (HIC)
- Oversee processes for project performance and data quality report publication
- Oversee development and maintenance of training materials and curriculum including recorded webinars
- Oversee HMIS database administration including proper set-up of agencies and projects and maintenance of user licenses

**Secondary Duties:**

- Oversee troubleshooting of technology failures and provide technical assistance
- Oversee OCHMIS.org website
- Manage and implement HUD mandated HMIS changes
- Maintain relationships with partner agencies through community and collaborative meetings as needed
- Perform other duties as assigned

**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.

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