HMIS Administrator

Organizational Overview

The Coalition for Homelessness Intervention and Prevention (CHIP) drives a system-wide, community response to make homelessness rare, short-lived, and recoverable. Through leadership and collaboration, CHIP secures and leverages funding to support the homeless service sector, manages and analyzes data at both a micro and macro-level, advocates for policy change and the local, state, and federal levels, and project manages the strategies identified in the Community Plan in partnership with key stakeholders. CHIP serves as the collective impact lead or backbone agency working towards the goal of ending homelessness in Indianapolis.

Mobilize   **R**esearch   **I**mpact   **A**dvocate   **E**ngage   **S**trengthen & **A**lign

Program Description

CHIP serves as both the Homelessness Management Information System (HMIS) and Coordinated Entry System (CES) lead for the Indianapolis Continuum of Care. CHIP is working to enhance the quality and use of data to drive system change, improve performance, inform practice and policy, and ultimately elevate impact across our homeless response system. This position will be vital to building a strong foundation around data literacy and data driven decision-making. This position will support the functionality of accessing housing and services to build a more effective rehousing system for those experiencing homelessness. The goals are to establish reliability in the data collected by community partners to capture performance in achieving system objectives and to help determine the effectiveness of practice and the impact of investment in reducing homelessness. This position will be part of an integrated HMIS and CES team that makes HMIS more of an active function and makes CES more automated and able to function in real time to drive progress. For additional information about HMIS: https://www.hudexchange.info/programs/hmis/

Position Summary

The HMIS Administrator position is a HUD grant funded position that is renewable annually. This position serves is a key role in a small, dynamic, and highly collaborative organization. The primary areas of responsibility for this position include: 1) HMIS technical operations, and 2) strategy and system support. The HMIS Administrator will work closely with the HMIS and CES team to streamline HMIS operations, create greater efficiencies in HMIS support and training, ensure continual improvement based on end user experience and ensure the system is compliant with local and federal requirements.

HMIS Operations

- Assist the HMIS Team in developing and implementing a comprehensive training center
- Manage functions of HMIS system administration, which includes ensuring software performance, end-user setup, project setup, completing annual user review of HMIS, conducting end-user hardware reviews and managing HMIS software updates and fixes
- Ensure HMIS system security

- Support required federal reporting (i.e. HIC, LSA, APR, PIT)
- Manage and maintain the HMIS help desk providing high quality end user support
- Manage and maintain HMIS training center
- Respond to and resolve end-users issues and provide public forums for end user engagement
- Assist in monitoring performance of contractual partners, including the direct management of custom projects associated with HMIS, budgets and contract compliancy
- Provider technical support to end-users and system leaders, including acting as the point of contact for HMIS questions and the HMIS helpdesk

Strategy and System Support
- Maintain strong technical expertise around federal housing regulations, guidelines for the implementation of HMIS, HMIS data and technical standards, federal tracking and reporting and the HMIS software package
- Maintain ongoing working knowledge of programs, funding streams and participation requirements for programs serving individuals at-risk of or experiencing homelessness
- Collaborate with HMIS Team to develop and implement process for soliciting end user and client feedback to improve support, training, and the user experience
- Work collaboratively with HMIS Team to support project managers and community partners and to build capacity around organizational data management
- Review national research, engage in peer-to-peer learning, and bring best practices to the HMIS team and to support community partners around data quality and data standards
- Assist in clarifying the role and impact of every provider in/on CES and HMIS
- Provide technical assistance and cross training to other team members
- Participate in meetings and business activities with cross-functional teams to increase data literacy across the continuum of care

Professional Experience and Qualifications
Experience
1-3 years' experience in a related position required. Evidence of experience in system administration and/or client database management is desired. Familiarity with Homeless Management Information Systems (HMIS), especially ClientTrack, strongly preferred.

Knowledge, Skills, and Ability
- Strong logical and problem-solving skills
- Highly detail-oriented
- Driven by critical thinking and critical inquiry
- Ability to present, interpret, discuss, and write about conclusions, inferences, and results gained from data
- Excellent customer service skills and the ability to formulate technical assistance plans alongside community providers

- Ability to research concepts and issues to expand knowledge base and learn from peers
- Ability to report on data in a timely manner and prioritize projects and timelines
- Strong skills in supporting a team culture and collaborative culture
- Creativity, initiative, and flexibility in decision-making
- Strong project management skills and ability to manage multiple work assignments and timelines
- Strong analytical, organizational, and communication skills

Work Environment

The employee will be in a hybrid office setting. An Indianapolis-based candidate is preferred but CHIP is open to considering a remote candidate with required periodical travel to Indianapolis. The employee may also need to adapt or adhere to working remotely, as the work environment is constantly evolving and changing to meet demands and the current public health environment. Employee must be adaptive to change and able to thrive in a culture of continuous change and improvement. The work environment is also:

- Collaborative
- High-energy
- Flexible with a high degree of autonomy
- Fast-paced
- High expectations

The office is open Monday- Friday between 8:30 AM – 5:00 PM. Parking is available onsite and free. Office space may be private or shared, depending on availability.

Core Competencies
- Accountability
- Respect
- Excellence
- Strategic Thought
- Problem Solving
- Systems-based Practice
- Effective Communication
- Teamwork and Collaboration
- Inclusivity and Equity

*C*HIP is committed to implementing an equitable and inclusive culture. All qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, or United States military service veteran status. Successful candidates will commit to creating and supporting an equitable and inclusive workplace*, including but not limited to: racial equity, accessibility for individuals with disabilities, use of gender inclusive and person-centered language, and cultural awareness and sensitivity.*

Position Leader: Senior Data Analyst
Salary Range: $45,000-$48,000
Benefits: Competitive benefits package available, including health insurance, retirement, paid time off and holidays.

To apply, please submit cover letter and resume to Christy Gelback-Diaz, cgelback-diaz@chipindy.org