



COALITION FOR
HOMELESSNESS
INTERVENTION
& PREVENTION



HMIS Technical Assistance Coordinator

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 Research Impact Advocate Engage Strengthen & Align

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 Technical Assistance Coordinator position is a HUD grant funded position that is renewable annually. This position serves a key role in a small, dynamic, and highly collaborative organization. The primary areas of responsibility for this position include: 1) provider support, and 2) strategy and system support. The HMIS Support Coordinator will be responsible for identifying and resolving data quality and performance concerns by providing direct and individualized technical assistance support to partner providers to increase data quality, performance and to inform decision-making, progress and performance through collaboration with HMIS team members and partner providers

Provider Support

- Assist the HMIS Team in developing and implementing a comprehensive training center
- Provide additional onboarding support to new projects and organizations including ensuring HMIS set up meets the needs of the project and utilizing the embedded tools, reporting functions, etc. to actively monitor progress and performance



- Provide onsite and virtual proactive technical assistance to projects participating in HMIS
- Provide targeted technical assistance for underperforming projects to ensure projects are able to maintain and meet their reporting requirements
- Work with providers to increase capacity to improve data quality and to help assess and resolve data entry workflow issues
- Assist programs, particularly shelters, in moving toward real-time data entry
- Collaborate with the Senior Data Analyst to identify, develop and maintain queries, reports, and data feeds for internal and external users
- Identify technical solutions where efficiencies may be gained through automation and additional performance monitoring tools and work with Senior Data Analyst to develop and implement tools

Strategy and System Support

- Maintain strong technical expertise around federal housing regulations, guidelines for the implementation of HMIS, HMIS data and technical standards 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
- Engage and onboard new organizations into HMIS to improve system coverage of projects within the CoC
- Collaborate with Senior Data Analyst to facilitate HMIS Planning Committee and HMIS User workgroups to improve data quality, data culture, and data literacy and to identify areas where technical assistance and provider support are necessary
- 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
- Coordination and collaboration with City of Indianapolis- Department of Metropolitan Development (collaborative applicant)
- 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

3-5 years' experience in homelessness or social services required. Familiarity with Homeless Management Information Systems (HMIS), especially ClientTrack, strongly preferred.



Knowledge, Skills, and Ability

- Strong logical and problem-solving skills
- Highly detailed and 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 but will need to travel within Indianapolis to provide onsite support to partner agencies. 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



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- Inclusivity and Equity

CHIP 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: \$48,000-\$50,000

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.