



COHHIO has an opening on our Homeless Management Information System (HMIS) team. This position will join our existing team to expand support and service to HMIS end-users in the Ohio Balance of State Continuum of Care (BoSCoC), an 80-county homeless system, as part of our ongoing work to reduce and end homelessness.

Title: HMIS Training and Support Coordinator

Qualifications: Bachelor's degree or equivalent experience in technology or data, or in the social services or adult education fields. Knowledge of and experience with relational database management and database administration preferred. Experience with designing conceptual visualizations for conveying complex information preferred. Knowledge of Microsoft Windows, Office, and Access essential. Proven excellence in both written and oral communication required. Ability to manage multiple projects and deadlines. Experience working in a not-for-profit setting with significant information reporting requirements strongly preferred. Must be able to understand systemic change, the power of data to impact social systems, and social services providers as a whole. Must demonstrate knowledge and experience in providing technical training and support to end-users, including day-to-day technical support and development of training materials and guidance documents.

COHHIO uses the software ServicePoint for the HMIS.

Training and Support Responsibilities:

1. Assess HMIS end-user training needs regularly and assist in development of work plan to address those needs
2. Develop end user products such as training manuals for a variety of skill levels and needs
3. Develop and design training materials for use in group, classroom, or virtual settings
4. Provide administrative support as needed for internal and external meetings, trainings, and other projects and events
5. Help staff the electronic help desk, responding to requests for end user support

HMIS/Database Responsibilities:

1. Assist with evaluation activities as requested, including analyzing data, proofing and editing materials/documents, and preparing and submitting reports
2. Provide appropriate individual technical assistance and support to end-users

Data Quality Responsibilities:

1. Assist in monthly assessments of provider data quality and provision of support to end users needing to make improvements to data quality

2. Provide appropriate individual technical assistance and support to end-users

Other Responsibilities:

1. Maintain effective communication with management, other team members, partners, and end-users
2. Attend meetings as needed
3. Participate in policy and data analysis discussions as needed
4. Maintain complete and adequate files and records
5. Stay abreast of functional and technical changes with software vendor. Assist with the delivery of software updates as needed
6. Manage self and position responsibilities in a manner that is congruent with COHHIO values, mission, policies and procedures
7. Perform other duties as may be assigned

Verbal and written communication skills will be assessed as a part of the interview process.

This position is based at the COHHIO office in Columbus, Ohio. Most work with end users will be conducted by phone or email. Some travel for training and technical assistance may be required.

This position may be part-time or full-time, depending on qualifications and candidate interest.

Salary range for full-time position is \$35,000 - \$45,000, based on experience. Full benefits package available.

Applying for this position:

Email resume and cover letter to ericamulryan@cohhio.org by March 23, 2018.