SNOHOMISH COUNTY JOB DESCRIPTION

DATA AND PROGRAM ANALYST - HMIS

Spec No. 2382

BASIC FUNCTION

To perform a broad range of duties to support the implementation and operation of the county-wide Homeless Management Information System (HMIS). To review and access data from external Contributing HMIS Organizations (CHOs) for accuracy and compliance with appropriate guidelines. To provide technical assistance for complex projects or policies.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Manages and reviews day-to-day system operations including, but not limited to, end user license maintenance, system configuration, and contract management.

2. Provides technical support to external CHOs. Monitors through desk and on-site audits CHOs' compliance with HMIS policies and procedures, data quality, security plans, and other applicable requirements. Ensures full participation by, and compliance of, agencies authorized to use HMIS.

3. Analyzes data to identify trends and assess project and system performance; provides relative data and analysis to assist in planning and decision making for the delivery of housing and services for homeless persons in the county.

4. Collaborates with contract managers to implement accurate set-up data including: projects, grants, users, security organizations, granular user permissions and other hierarchical data in compliance with federal, state and local reporting requirements, data standards and security models.

5. Communicates with agencies regarding issues of data quality and provides on-site data quality support as well as intake process and data entry process improvement. Trains community agencies on data entry, data quality, and generating reports.

6. Facilitates HMIS system improvements through the implementation of best practices and/or new features that enhance data collection, quality, reporting, and expansion of the HMIS.

7. Creates custom and ad-hoc reports, queries assessments and workflows in HMIS to improve and troubleshoot data quality.

8. Assists with reporting requirements for the Continuum of Care, including, but not limited to the Annual Homeless Assessment Report, Point-in-Time Count, Housing Inventory Count, System Performance Measures, and project-level Annual Performance Reports.

<u>STATEMENT OF ESSENTIAL JOB DUTIES</u> (Continued)

9. Collaborates with HMIS vendor to troubleshoot software-related issues and implement programming changes.

10. Assists with preparation of data for Annual Progress Reports (APRs) based on HMIS data; prepares data reports on outcomes and performance measures.

11. Plans, organizes and leads HMIS user groups.

12. Prepares and conducts training including, but not limited to, the design and implementation of training curricula and the development of training material and tutorials.

13. Facilitates data integration with multiple stakeholders, including verification of structure, accuracy and validity utilizing both Comma Separated Values (CSV) and Extensible Markup Language (XML) formats.

<u>STATEMENT OF OTHER JOB DUTIES</u>

14. Performs related duties as required.

<u>MINIMUM QUALIFICATIONS</u>

Bachelor's degree in information technology, computer science, one of the social sciences or other field directly related to human services; AND two (2) years of experience in software implementation/administration and relational databases; OR, any combination of training and experience that provides the required knowledge and abilities.

<u>PREFERRED QUALIFICATIONS</u>

Experience in Human Services is preferred.

<u>SPECIAL REQUIREMENTS</u>

A valid Washington State Driver's License is required.

<u>KNOWLEDGE AND ABILITIES</u>

Knowledge of:

- computer literacy and computer operations procedures
- Microsoft Office suite

<u>KNOWLEDGE AND ABILITIES</u> (Continued)

- understanding of relational databases
- HMIS systems or comparable databases
- project management principles, tools & techniques
- Software as a Service (SaaS) and the tools necessary for troubleshooting connectivity issues
- data visualization software and best practices
- quality assurance methodology as it relates to federal and state regulations; ability to ensure that the vendor's execution aligns with HUD-mandated data standards
- homeless housing systems and coordinated assessment
- XML and CSV file formats

Ability to:

- establish and maintain positive working relationships with end users, vendors and other County employees
- analyze general technology problems and facilitate implementation of sound solutions, including recognizing basic programming languages and building advanced logic
- communicate effectively both verbally and in writing with various groups from diverse backgrounds and levels of technical ability
- work independently and as a team member with limited supervision
- exercise good judgment in knowing when to act independently and when to refer situations to higher authority
- operate personal computers, peripheral equipment and a variety of software, including word processing, spreadsheets and workflow/data-tracking software
- read, understand and apply technical manuals and procedures, including contractual and legal documentation
- maintain and organize accurate, detailed information and prepare custom reports
- plan, organize and prioritize work to meet schedules and deadlines
- work effectively in a services oriented position with frequent interruptions
- plan and carry out successive steps to resolve problems in accordance with instruction, policies and accepted practices
- participate and contribute to strategic database planning and design and development efforts
- maintain external website for edits and communicating information
- present complex information to a variety of audiences
- assess training needs, design and develop technical training materials

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SUPERVISION

The employee receives general direction from Lead in work unit or assigned supervisor. The work is performed with considerable independence and is reviewed through meetings, status reports and results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment with occasional travel offsite to various locations.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.
EEO policy and ADA notice

Class Established: February 2017
EEO Category: 2 - Professional
Pay grade: 241 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous