ASHEVILLE, NORTH CAROLINA

Classification Specification

Coordinator, HMIS
Job Code: 8630
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to administer the Homeless Management Information System (HMIS), to provide training, coaching and technical assistance to end users and participating agencies, to ensure data accuracy, data quality and compliance with federal reporting requirements, and to manage HMIS Continuum of Care and Emergency Solutions Grant (ESG) funds, including sub-recipient compliance.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Monitors and maintains HMIS: coordinates system upgrades and technology projects; oversees and maintains system security; oversees the gathering, entering, and processing of HMIS data; evaluates performance and reliability of system data; maintains knowledge of regulations governing HMIS and data compliance; ensure data accuracy, data quality and compliance with federal reporting requirements; and compiles Point-in-Time, System Performance Measures, and Longitudinal System Analysis data and reports.

Provides technical support and training to system users: troubleshoots and resolves problems with HMIS; escalates problem to other personnel as appropriate; and provides training regarding data collection and requirements, system function, and related issues to end users and participating agencies.

Manages HMIS Continuum of Care and Emergency Solutions Grant (ESG) funds: prepares and conducts applicant workshops; provides technical assistance, guidance and direction to sub-recipients regarding required forms and documentation; receives, reviews, and evaluates applications; verifies eligibility requirements; determines subrecipient awards; collects and analyzes reports; fulfills requests for payment; monitors subrecipient activity and use of awarded funds; prepares and monitors execution of contracts and agreements; monitors and reviews documentation and funds allocations to determine compliance with contract and local, state and federal rules and regulations; and prepares and submits related reports as required by granting agencies.

Participates in various City and community committees and work groups: serves as liaison to the public, community partners, other government agencies, and other City departments regarding HMIS systems and programs; responds to inquiries; represents HMIS at local, regional, and statewide meetings; serves on committees and advisory boards; and makes presentations to neighborhood and civic groups, advisory boards, and related committees.

Communicates with supervisor, other City employees, contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, help desk tickets, grant applications, contracts and agreements, data collection forms and reports, regulatory and grant reports, staff reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Information Technology, Social Services, or a related field required; supplemented by two years of experience in grant management, system administration, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.