



Job Announcement

BACKGROUND:

The Homeless Alliance is the Continuum of Care (HAWNY) has been the leading provider of homelessness services, data collecting, and analysis for more than 17 years. Through our community collaboration, data governance, and research, we help homeless service providers optimize their programs by identifying needs and service gaps within our community.

As the lead agency for both the Continuum of Care (CoC) and the Homeless Management Information System (HMIS) in Erie, Niagara, Genesee, Orleans, and Wyoming Counties, we foster collaboration in the community to implement best-practice models ensuring everyone has a home.

TITLE:	Quality Assurance Specialist
DEPARTMENT:	Homeless Management Information System (HMIS)
REPORTS TO:	HMIS Director
EMPLOYMENT STATUS:	Full Time, Non-Exempt
BENEFITS:	Health insurance, dental insurance, paid time off, 403(b) plan, hybrid remote/office schedule
SALARY:	\$42,000+, final negotiated salary commensurate with experience

POSITION SUMMARY: The Quality Assurance Specialist is responsible for optimizing and supporting the Homeless Alliance's reporting, data quality, and data management procedures. This position supports our community partners by producing reports using HMIS data, providing technical assistance, and monitoring Key Performance Indicators.

PRIMARY RESPONSIBILITIES:

- Support and provide ongoing reports to community partners regarding performance measurements and ensure proper collection and submission of data per HUD Data Standards and CoC requirements.
- Collaborate with community partners to offer customized data reporting and data collection workflows.
- Monitor and analyze system and project level data quality to ensure accurate, timely, and complete data collection.

- Leverage system data to convey meaningful stories about our community by assisting in development of data communication tools and methods.
- Assist with development, revision, and implementation of standard operating procedures for data collection and data management which include but are not limited to:
 - Providing guidance to community partners on developing best practices related to data quality.
 - Development of compliance and corrective action planning.
 - Investigating new opportunities or strategies to support the mission of HAWNY and community partners using feedback from HMIS users, HAWNY staff, and CoC leadership.
- Assist with coordination of other services as assigned.

PERFORMANCE OBJECTIVES:

Within 1 Month: Become trained on HMIS and become familiar with HMIS manuals, CoC activities, and community partners. Collaborate with HMIS director on current reports to absorb current data processes. Start to contribute to internal projects.

Within 3 Months: Start to provide established reports from HMIS to external community partners with supervision and visit community partners on site. Become familiar with HMIS and CoC terms and begin assisting internal staff with reporting related requests. Begin learning custom report building strategies and familiarity with HMIS data structure.

Within 6 Months: Start to independently run established reports and review reporting procedures for optimization. Start to assist external users and community partners with HMIS data related requests.

PREFERRED EDUCATION / EXPERIENCE:

The ideal candidate will have this education and experience:

- Bachelor's Degree, preferably in Social Sciences, Education, Urban Planning, or a related field.
- Familiarity with Homeless Management Information Systems (HMIS) preferred.
- Basic computer science or base statistical experience is very helpful.
- Ability to work in collaboration with internal staff and with a diverse set of community partners.
- Ability to translate technical specifications or instructions into easy to understand information.
- Experience with Microsoft Office and Google Suite of software.
- Creativity in problem solving and solid time management skills.
- Limited requirements, must be able to maintain files and lift objects that weigh up to 25 lbs.

ENVIRONMENTAL AND WORKING CONDITIONS:

- General office environment; no exposures to extreme heat, cold, dust, or noise.
- Limited travel is required, mileage reimbursable.
- Please note this is a hybrid position.

PHYSICAL AND MENTAL REQUIREMENTS:

- Primarily a sedentary position with occasional standing, sitting, bending, and reaching required. A high energy level; comfortable performing multi-faceted projects in conjunction with day-to-day activities.

COMPENSATION:

Commensurate with experience. Excellent benefits include health insurance, generous paid time off, 403b plan, hybrid remote/office schedule, and a respectful work-life balance work environment.

APPLICATION INSTRUCTIONS:

Please submit a cover letter, resume, contact information for 3 references, and **salary requirements** by email to Jarrett Steffen, Operations Manager, at steffen@wnyhomeless.org.

NOTICES TO APPLICANTS:

Homeless Alliance of Western New York, Inc. is an Equal Opportunity Employer (EOE). Please review the [Know Your Rights: Workplace Discrimination is Illegal Poster](#).

Homeless Alliance of Western New York, Inc. participates in E-Verify. Please review the [E-Verify Participation Poster](#) and the [Immigrant and Employee Rights \(IER\) Right to Work Poster](#).

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.