



TITLE: HMIS and CAS Training Coordinator

Pay Type: Salary

FLSA: Exempt

COMPENSATION: \$45,000.00 - \$50,000.00

REPORTS TO: Homeless Management Information System Director

POSTION OVERVIEW:

Under Supervision of the HMIS Director, the HMIS Training Coordinator will lead all facets of training for the Dallas and Collin County Continuum of Care's (CoC) Homeless Management Information System (HMIS) across multiple platforms. This position is also tasked with providing technical support and training to homeless provider agency end users of the HMIS database.

Essential Functions and Responsibilities:

- Responsible for planning, developing, and implementing training programs and curriculums for all MDHA programs: **Coordinated Assessment System (CAS)**
- Responsible for planning, developing, and implementing training programs and curriculums for all MDHA programs: **Homeless Management Information System (HMIS)**
- Provide extensive training to various level of end users on HMIS data collection platforms and their respective reporting features, including annual Privacy, Security and Ethics training for all end users
- Maintain familiarity of and competency of U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards while providing detailed training on all data standards, manuals and policies
- Remains conversant with all applicable laws, policies, regulations and guidelines as it pertains to HUD HMIS standards and regulations
- Maintain training documents to align with current HMIS Standards and HMIS best practices
- Maintain proficiency with all vendor products and stay current on all changes and updates
- Create and maintain an online catalog of training materials, videos and resources and publish on our website and You tube channel
- Facilitate virtual trainings when necessary and provide all upcoming training dates on our website
- Gather, review and analyze course evaluations to determine training effectiveness

- Conduct demonstrations and training for internal and external customers on HMIS product capabilities, processes and procedures
- Use expertise gained from Help Desk management to advise on new training opportunities
- Directly respond to all requests as assigned and assist with administrative support as necessary
- Participate in CoC and HMIS Committee meetings and other project related meetings as needed
- Perform other duties as necessary and assigned

Qualifications and Experience:

- BA/BS preferred and/or direct experience working with HMIS software
- Experience working in areas of training and data strongly preferred
- Experience with Client Track, HMIS and web technologies is a plus
- Familiarity and competency with HUD HMIS Data Standards is a plus
- Experience in the development of technical training programs and end user documentation strongly preferred
- Previous experience as a trainer for online platforms strongly preferred
- Experience producing written and screenshot/video strongly preferred
- Proficient in Microsoft office i.e. Word, Excel, PowerPoint, Outlook
- Excellent computer skills with attention to data details
- Excellent written, oral communication, and listening skills with all levels of management, staff, and external clients, especially those who are not well versed with computers and technology
- Strong customer service skills and ability to positively diffuse user frustration

Requirements:

- Must have reliable transportation, valid state issued driver's license and car insurance. Please note that travel is required on a limited basis
- Must be flexible to work at different sites as scheduled
- Limited requirements, must be able to maintain files and lift objects that weigh up to 25 lbs.

Work Hours/Schedule

Regular – Normal work hours and days assigned based on a 40-hour workweek. Some nights and weekend meetings might be required to meet the need of partner agency, property owner schedules or to represent MDHA at community meetings.

MDHA offers paid time off, 90% of employee, and 50% of eligible dependents, medical, dental, and vision insurance premium coverage. To apply please submit resumes to Alexandra.Espinosa@mdhadallas.org.