



MAYOR'S OFFICE OF HUMAN SERVICES

Operations Assistant II

(Program Coordinator - Data & Evaluation Unit)

Baltimore City Mayor's Office of Human Services is seeking a dynamic professional to lead essential day-to-day and project-specific tasks related to data and evaluation of homelessness and homeless services in Baltimore City. This position reports to the Data and Evaluation Manager in the Mayor's Office of Human Services, Homeless Services Program.

Responsibilities of the Program Coordinator position include but are not limited to:

With a focus on unit operations and compliance, work closely with the Unit Manager to:

- Interpret and implement federal and state regulations related to homelessness data collection and reporting to ensure compliance with funding requirements;
- Ensure consistent implementation and enforcement of HMIS Policies and Procedures, including policies around data security and privacy, data collection requirements and methods, and data quality. Support the annual review and revision of HMIS Policies and Procedures;
- Coordinate data quality monitoring and improvement activities to ensure data quality in HMIS is high and allows for effective application of HMIS data for Continuum of Care planning, funding and performance management;
- Coordinate day-to-day operations of the HMIS help desk and other user support activities, including providing support for advanced troubleshooting issues;
- Coordinate and facilitate training activities for homeless service providers that utilize HMIS, including new user trainings, advanced user trainings, monthly user support groups and annual refresher trainings;
- Plan and execute regular communications with service providers that utilize HMIS to inform users of changes to system functionality, data collection requirements, and other updates related to the HMIS;
- Plan and lead data collection methods for ad-hoc purposes, such as the annual Point in Time (PIT) count and challenges to target specific homeless populations, such as youth and veterans;
- Plan, document and implement database customizations to meet local data collection needs, increase efficiency and expand the usage of the database beyond standard HMIS requirements;
- Collaborate with HMIS vendor, Eccovia Solutions to ensure system compliance with HMIS requirements, as well as plan and project manage system customizations;
- Collaborate with the Unit Manager in various strategic planning tasks for the Data and Evaluation Unit.

The ideal candidate will have:

- A bachelor's degree in public policy, public administration, social work, or a related/applicable field, plus two-three years of work experience; or comparable level of education and experience required.
- Experience using Homelessness Management Information System (HMIS) or other data management software in human services or related fields desired.
- Experience working in homeless or social services is desired but not required.
- Experience interpreting policy and regulations for the purposes of program implementation and compliance desired.
- A background in basic statistical analysis, ability to manage large amounts of electronic data and data files in a fast-paced environment, and skills to perform detailed data management tasks.
- Strong computer skills, including use office software and various internet applications in a fast-paced, multitasking environment. Basic SQL skills a plus.

- Requires excellent verbal and written communication skills and comfort conducting presentations in front of large groups.

This is a non-civil service, full-time service position with a salary range of \$43,400 - \$69,400 and a comprehensive benefits package. Those considered for employment must authorize release of a criminal background check from the Maryland State Police.

To Apply: Please forward resumes by regular mail or e-mail only to the attention of Ms. Susan Olubi, Director of Administrative Services, Mayor's Office of Human Services, 7 E. Redwood Street, 5th Floor, Baltimore, MD 21202; Susan.Olubi@baltimorecity.gov. No facsimiles accepted. Applications will be accepted on a continuous basis until filled.

Baltimore City is an Equal Opportunity Employer