



MAYOR'S OFFICE OF HUMAN SERVICES

Operations Specialist I

(Lead Analyst - Data & Evaluation Unit)

Baltimore City Mayor's Office of Human Services is seeking a dynamic professional to fill a critical role in the day-to-day operations of the Data and Evaluation unit (also known as the Homeless Management Information Systems (HMIS) unit). The responsibilities of this position encompass professional and analytical work that requires regular use of independent judgment in the practical application of management principles and techniques to improve operational activities in accordance with established laws and policies. This position reports to the Operations Officer II (Supervisor – Data & Evaluation Unit) within the Homeless Services Program (HSP) unit of the Mayor's Office of Human Services.

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

- Coordinate data analysis and data reporting tasks in the Data and Evaluation (D&E) Unit. This includes but is not limited to: a) preparing high-quality and accurate reports for distribution to the local, State, and Federal governments as well as other stakeholders; b) analyzing homeless services data and presenting findings and recommendations to various stakeholders to evaluate program effectiveness and facilitate decision-making; c) supporting the implementation of performance management for homeless services projects in the City and for the City's overall outcomes in the area of homelessness.
- Collaborate with the Unit Supervisor in the coordination of HMIS technical administration operations. This includes but is not limited to: a) report programming, database design, maintenance and planning work to ensure the proper functioning and use of the HMIS database; b) ensuring that the HMIS is compliant with Federal requirements; c) interpreting regulations and guidance about homelessness data collection and related subjects.
- Coordinate and collaborate with team members on data collection, data management, and data quality monitoring tasks in the Data and Evaluation Unit. This includes but is not limited to: a) managing homeless housing inventory data; b) supporting the collection and management of homeless census data; and c) managing the monitoring of and reporting on data quality in HMIS.
- Collaborate with unit team in the coordination of HMIS system administration operations. This includes but is not limited to: a) supporting and advancing useful applications of HMIS functionality that support Continuum of Care (CoC) goals beyond basic HMIS data collection; b) planning and drafting detailed policies, procedures, and other user guidance related to the use of the HMIS; and c) planning and executing communications in various formats directed at HMIS participating organizations and other stakeholders.
- Collaborate with unit management team on strategic planning tasks for the Data and Evaluation Unit.
- Collaborate with team members on the monitoring of participating organizations and other activities related to provider compliance with HMIS.
- Collaborate with team members on HMIS user training and technical assistance activities.

The ideal candidate will have:

- A master's degree from an accredited college or university in Public Policy, Public Administration, Program Evaluation or a related/applicable field or a comparable level of education and experience directly relevant to the position. Previous work lead experience may be required.
- Two to three years of experience working in statistical analysis, program evaluation or a directly related area is preferred but not required.
- Experience using Homelessness Management Information System (HMIS) or other data management systems or databases in human services or related fields is preferred, but not required.
- Experience preparing quantitative reports to public entities or under public grants, especially related to human services, is preferred.
- Experience managing, operating or implementing public grants, especially related to human services, is preferred but not required.
- Project management experience is preferred but not required.

This is a non-civil service, full-time service position with a salary range of \$50,694 - \$80,988 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 to MOHSjobs@baltimorecity.gov. Applications will be accepted on a continuous basis until filled.

Baltimore City is an Equal Opportunity Employer