Reports To: Director of Quality Management

Complete VI-SPDAT assessments, enter data in HMIS, monitor agency coordinated entry activities, and assist the Quality Management Director with the tracking of performance measures in an effort to improve the quality of services delivered to OPCS clients.

Duties and Responsibilities:
1. Coordinated Entry Access Point
   1.1 Conduct VI-SPDAT assessments with homeless individuals in person and telephonically.
   1.2 Enter VI-SPDAT records into the Homeless Management Information System (HMIS).
   1.3 Submit and request referrals to/from Coordinated Entry.
   1.4 Refer individuals to mainstream services and other service organizations as needed.

2. HMIS Data
   2.1 Enter HMIS data
   2.2 Track agency HMIS data to ensure accuracy and timeliness
   2.3 Address specific data issues and propose resolutions to the HMIS Agency Administrator.
   2.4 Attend the HMIS Committee monthly
   2.5 Produce and interpret reports from HMIS

3. Assist with tracking and monitoring performance measures
   3.1 Create and update databases
   3.2 Provide status reports

4. Assist with quality improvement activities
   4.1 Create and administer surveys.
   4.2 Assist with client focus groups
   4.3 Identify opportunities to improve data quality and reporting and make recommendations for strategic and operational decisions.
   4.4 Collaborate with OPCS departments on data system enhancements.

5. Other duties as assigned.

Qualifications:
1. Associates degree or equivalent experience.
2. Experience with Microsoft Excel applications.
3. Experience with the Homeless Management Information System (HMIS).
4. Knowledge and compliance with HIPAA
5. Superior time management skills and organizational skills.
6. Written and verbal communication skills proficiency.
7. Excellent interpersonal skills and ability to be a team player.
8. Working knowledge of evidence-based interventions for persons with a variety of behavioral health concerns, including substance abuse/dependence.
9. Cultural competence in the area of poverty, homelessness, local ethnic groups and the criminal justice population.
10. Motivated to help people in challenging circumstances.
11. Personal vehicle for use on agency business, driver’s license with proof of insurance.
12. American Sign Language, Spanish Speaking and/or Veteran a plus.

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