



## Homeless Services Network of Central Florida (HSN) Job Description

**Position:** HMIS Training Specialist

**Department:** HMIS  
**Supervised by:** HMIS Program Manager  
**Supervises:** None  
**FLSA Status:** Non-Exempt/Regular/Full-time  
**Effective Date:** October 2018

### Position Summary

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The HMIS Training Specialist is responsible for providing training and full support services to agencies participating in the Homeless Management Information System (HMIS) through Homeless Services Network of Central Florida.

### Skills and Abilities

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Proven group facilitation skills with a customer care and customers service orientation. Demonstrated experience as a trainer for software/database users. Ability to work with minimal supervision and exercise good judgement; strong verbal and written communication skills; data management and problem-solving skills; ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; standard office computing skills.

### Essential Duties/Responsibilities

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. HMIS Training and Help Desk Support
  - Provide and coordinate on-going training in the use of HMIS.
  - Provide follow-up with users after training to ensure data entry is of the highest quality and meets HUD requirements.
  - Provide support to other HSN departments for specialized training requirements.
  - Provide user account setup and maintenance.
  - Provide technical assistance and user support for HMIS software, including data quality

- diagnosis and resolution, routine software and information maintenance.
  - Coordinate HMIS system upgrades, including communications to users regarding system changes.
  - Coordinate, conduct, and participate in regular end user meetings to discuss HMIS issues and elicit end user feedback.
2. HMIS Reporting
- Instruct HMIS users on reporting options, including built-in standard reports and Advanced Report Tool (ART) Gallery reports.
  - Monitor the dissemination of data collected through the HMIS.
3. Other duties
- Other duties as assigned by the HMIS Program Manager

## **Education and Experience**

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A Bachelor's degree in Human Services, Public Administration, Social Work, or a related field. At least two (2) years of professional experience working within the housing, health and/or human services delivery system is preferred. Passionate about HSN's mission and able to promote and communicate the philosophy, mission and values of HSN to external and internal stakeholders.

## **Minimum Qualifications/Requirements**

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- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, external partners.
- Expert level written and verbal communication skills.
- Bachelor's degree required and strong work tenure: five years of experience in technology/help desk. Knowledge of online collaborative tools, help desk ticketing and web browser interfaces. Federal grant experience a plus.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and HMIS platforms.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response.
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast paced environment.

## **Certificates, Licenses, Registrations**

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- Valid driver's license in accordance with HSN Motor Vehicle Policy

## Physical Demands

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While performing the duties of the job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk, reach, bend; and reach with hands and arms. The employee must sit for extended periods of time. The employee must occasionally lift and/or move up to 40 pounds.

## Work Environment

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These characteristics are representative of those an employee may encounter performing the essential functions of the job. The position involves attention to detail and extensive organizational skills. The employee will work as part of a team as well as interface with clients, agencies and funders.

## Conditions of Employment

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- Satisfactory reference and background investigation checks.
- Completion of a pre-employment drug screening and completion of post-employment drug or alcohol tests upon reasonable suspicion of use.
- Demonstrated computer literacy through successful completion of pre-employment testing may be required.
- Completion of Agency-wide new employee orientation and ALL required paperwork prior to reporting to work.
- Participation in payroll electronic deposit.
- Adherence to Compliance Program Plan.

Job descriptions are not intended, and should not be construed, to be exhaustive lists of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair pay decisions about jobs.

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Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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