



Position: Data/Quality Assurance Specialist, SSVF
Classification: Non-Exempt
Salary: \$35,000- \$40,000
Reports to: Program Manager, Veteran Services (SSVF)
Supervises: N/A
Location: HSN
How to apply: Email Cover Letter and Resume to hsnteam@hsncfl.org

Summary: The Supportive Services for Veterans Families (SSVF) program is a rapid rehousing program designed to serve very low-income, primarily homeless Veterans and Veteran families. The program assists Veterans in exiting homelessness to permanent housing and in maintaining a permanent housing placement. Services provided for Veterans includes include street and venue-based outreach, case management, permanent housing placement, and assistance in whatever benefits the Veteran is eligible for. This program is a Housing First program that emphasizes Critical Time Intervention and Progressive Engagement, with the goal of (1) ensuring that no Veteran is ever forced to live on the street (2) ensuring that homelessness is rare and brief and that (3) there are a low percentage of veterans who return to homelessness after being served.

In collaboration with the Program Manager and other Program Management staff in Housing and Transitional programs, the Data/Quality Assurance Specialist will be involved in conducting audits, execute data reports on HMIS or excel, conduct focused data reviews, conduct SSVF specific training, and monitor SSVF work flow. Assist in and prepare for, program yearly audit/monitoring review.

SSVF engages veteran households through our existing collaborative networks throughout the CoC, with specialized outreach through the coordinated entry system, and involvement in supporting placements in our permanent supportive housing, rapid rehousing and transitional housing.

This position represents an exciting opportunity to support the development of a growing and successful program for the organization, with extensive opportunities to collaborate both externally and internally within the organization.

This position will work collaboratively with direct services providers and outreach staff, who work with both sheltered and unsheltered homeless Veterans. Providers and outreach staff support veterans in finding and retaining housing pursuant to the SSVF program and as needed provide them with intensive case management. Weekly work schedule will be flexible and may require some evening and weekend hours. This position requires the use of a reliable personal vehicle to drive to various program sites each day. This position is based in Orlando, FL and will require some travel within the Central Florida area.

MISSION:

Homeless Services Network of Central Florida empowers men and women who served in the military, and their families, to lead productive and fulfilling lives. This position is critically important to the success of placement outcomes for the Rapid Re-housing, Grant Per Diem and Permanent Supportive Housing programs.

Job Duties:

- Support the Program Manager in the day-to-day operations of the SSVF program including data and outcomes reporting.
- Reviews and approves sub-contractor SSVF intake files for program eligibility. Ensure that clients receive appropriate services as required by our SSVF contracts.
- Maintain files and statistical information in conjunction with the administrative offices and prepare program statistical reports to comply with government and foundation contracts.
- Responsible for all program reporting, maintain files and statistical information, and prepare program statistical reports to comply with government and foundation contracts.
- In collaboration with the Program Manager, train and evaluate all SSVF program staff on data quality.
- Review HMIS forms for errors and consistency issues; troubleshoot issues with staff.
- Interact with case management staff to request missing HMIS paperwork and follow up with staff to ensure all data is entered correctly.
- Coordinate Veteran Registry meetings. Develop and maintain By Name List in coordination with the VA and Program Manager.
- Assist with audits and monitoring sub-contractors data and files.
- Assist/prep for annual SSVF monitoring
- Generate regular HMIS monthly program reports and upload to VA after Program Manager review. (Backup to Program Manager)
- Assist Program Manager with the preparation of Quarterly Reports.
- Create additional tracking systems and generate reports on an as-needed basis for funding and reporting purposes.
- Maintain Benchmark By-name list report to maintain and or meet the federal benchmarks.
- Create and update program workflows.

Job Requirements:

- Associate's degree required, BA preferred or at least 5 years of comparable experience.

- Experience in database reporting and data entry required.
- Proficiency in Microsoft Office Programs and databases. Strong Excel skills required.
- Veteran program knowledge preferred.
- Experience in Veterans programming and/or rapid re-housing programs preferred, especially as it relates to the provision of housing and housing stabilization services to homeless veterans and extremely low income households.
- Ability to interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds.
- Must possess excellent organizational skills, initiative and follow-through; must be detail oriented.
- Ability to set priorities, meet deadlines and work in an orderly manner in a busy environment with minimal supervision.
- Excellent written and oral communication skills.
- Ability to maintain professional conduct, attitude and appearance at all times.
- Capacity to work independently as well as part of a team.
- Attend all staff and training meetings as required.
- Perform other tasks as required.
- Exercise responsibility appropriate to the position and delegated authority.
- Be responsible for actions and decisions.
- Conduct business in accordance with the Employee Handbook, exercising sound judgment and serving the best interests of the agency and the community.
- Commit yourself to treating each community member with respect and dignity.
- Ensure that services provided are client-directed, respectful of individuals' right to self-determination, and voluntary.

This job description in no way states or implies that these are the only duties to be performed by the employee. He/she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

Homeless Services Network of Central Florida is firmly committed to equal employment opportunities. We invite applications from all qualified candidates regardless of race, gender, ethnicity, sexual orientation, age or physical disability.