



# PARTNERS IN CARE

Oahu's Continuum of Care

*Our mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.*

## JOB DESCRIPTION

**Position:** Data Assistant, Partners In Care  
**Reports To:** Executive Director of Partners in Care, in consult with the Partners in Care Board of Directors and Aloha United Way as the Collaborative Applicant  
**Type:** Full time  
**FLSA Status:** Full-time, exempt  
**Location:** Partners In Care, 200 N. Vineyard Blvd., Suite 210, Honolulu, HI 96817

**PRIMARY PURPOSE:** Support and coordinate the administrative and programmatic operations of Partners in Care (PIC), Oahu's Continuum of Care (CoC), in consult with the PIC Director and the Board of Directors to further the strategic and community strategies and objectives of PIC in accordance with the PIC Governance Charter and/or Bylaws, and in accordance the Department of Housing and Urban Development (HUD) policies and procedures. The PIC Data Assistant is responsible for the day to day operations of the HMIS project. The Data Assistant will provide PIC's Executive Director and Board of Directors with advice, feedback, metrics, and data to develop both strategic and tactical plans to end homelessness. In addition, the Assistant will work with other state and federal agencies, and key stakeholders to integrate HMIS with other homeless assistance programs. In addition, the Data Assistant will be responsible for the following duties:

1. Managing inbound and outbound calls relating to HMIS issues in a timely manner;
2. Following call center "scripts" when handling different topics;
3. Identifying agency needs, clarify information, research every issue and providing solutions;
4. Keep records of all conversations and training documentation in a database in a comprehensible way;
5. Attend committee meetings, educational seminars to improve knowledge and performance level;
6. Collaborate with PIC, HMIS, data team members and community partners to ensure overall customer and product satisfaction;
7. Support development and adoption of uniform data standards across the State of Hawaii;
8. Support consideration and periodic revision of client privacy and security procedures, as well as data sharing protocols;
9. Support systematic surveys of HMIS users and provision of an interpretative report of strengths and weaknesses to PIC's Data Committee, Executive Director, and Board of Directors;
10. Support the submissions of AHAR, PIT, HIC, SPM, and other CoC reports to HUD;
11. Support the Annual Point in Time Count in collaboration with PIC's Data Committee, Executive Director, and Board of Directors;

### **OTHER DUTIES/FUNCTIONS:**

- Performs other duties as required by the position, Director, and the PIC Board of Directors.

*Note: PIC reserves the right to assign additional duties and to add, delete, or modify essential or marginal job functions.*

**WORKING CONDITIONS:** Indoors in air-conditioned office. With need for occasional travel to off-site meetings and community events.

**TRAVELING REQUIREMENTS**

Job requires position to occasionally travel to various program sites, company offices, and other locations for business meetings, etc. as required by the job.

**WORKING HOURS:** Monday-Friday 8:00 a.m. to 4:30 p.m.

**EQUIPMENT USE:** Frequent use of computers, printers, and other standard office equipment. Frequent use of an automated telephone system with phone messaging. Occasional use of copy machine, FAX machine, file cabinets and hand truck.

**MENTAL AND PHYSICAL DEMANDS:**

1. Duties require the use of initiative, judgment, and problem solving.
2. Interpreting policies and procedures.
3. Work under minimal supervision.
4. Requires working under deadlines and pressure.
5. Requires dealing with difficult people or situations involving complex issues.
6. Establishes and maintains cooperative and productive work relationships.
7. Requires sitting for an extended period of time.
8. Requires traveling to various business locations as required by the job.
9. May be required to lift up to 25 pounds on occasion.

**COMMUNICATION DEMANDS:** Requires communicating effectively both orally and in writing in the English language; speaking before small and large groups; giving instructions or directions to others; and seeking information from a variety of sources.

**MINIMUM QUALIFICATIONS:**

1. High school diploma or equivalent (GED) required
2. Customer service experience preferred
3. Familiarity with HMIS, Caseworthy or similar data systems a plus
4. Excellent interpersonal communication skills
5. Strong phone skills i.e. diction, active listening
6. Ability to communicate and interact with a variety of people, both externally with PIC agencies and internally with team members and other departments
7. Ability to negotiate and collaborate effectively with various stakeholders in both public and private sectors.
8. Strong oral and written communication skills with a diverse audience.
9. Experience with easily interacting and working with stakeholders in all parts of the community.
10. Clear pre-employment reference checks, clear driver's abstract, access to properly insured vehicle.
11. Ability to work independently as well as a part of a team, including direct work and coordination activities with the PIC Director, Board of Directors, and General Membership.
12. Comfortable interacting with individuals from a variety of socio-economic, ethnic, cultural, and other demographic backgrounds.

**PREFERRED QUALIFICATIONS:**

1. Bachelor's degree from a 4-year accredited institution with a focus in social work, business administration, public health, human services, or a related field.
2. Two (2) years of administrative support and/or program coordination responsibility in a health or human services work environment for a non-profit organization or government agency.
3. Knowledge and direct experience with PIC activities.
4. Working knowledge of barriers to housing and self-sufficiency challenges for individuals and families experiencing poverty and homelessness.

5. Working knowledge of and experience with the Homeless Management Information System.

**The ideal candidate will have the following skills and abilities:** Demonstrates effective verbal and written communication skills. Must have a working knowledge of the dynamics of homelessness. The ideal candidate will have the following skills and abilities: Demonstrates advanced communication skills, and the ability to communicate with all levels of management, staff, and external clients, especially those who are not well versed in computer technology. Grant writing experience beneficial. Ability to assess needs, define content and conduct training workshops. Ability to conduct technical assistance to HUD Continuum of Care programs. Proficient in Microsoft Office i.e. Word, Excel, PowerPoint, Access, and Acrobat. Knowledge of HMIS software is preferred, though not required. Demonstrated experience with and sensitivity to varying cultural, ethnic, and social backgrounds, values and attitudes.

- Ability to simultaneously manage multiple projects and timelines
- Advanced communication skills, and the ability to communicate with all levels of management, staff and external clients, especially those who are not well versed in computer technology
- Demonstrated ability to work with diverse community and organizational groups
- Ability to develop content and conduct training workshops on HMIS
- Direct service experience with non-profit serving homeless persons is beneficial for understanding the mission and scope of PIC's work