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: The PIC Data Assistant is responsible for the day to day operations of the HMIS project, which is a relational database that stores and manages data relating to homeless clients. The Data Assistant will support and coordinate the administration and management of the HMIS database in consult with the PIC Director and the Board of Directors to further data development, quality assurance, and research analytics of homeless data managed by 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 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. To accomplish this, the Data Assistant would assist in SQL script development, data cleaning and organizing, and data visualization in Tableau or a similar BI tool to explain data from HMIS. In addition, the Data Assistant will be responsible for the following duties:

1. Respond to help desk requests regarding HMIS issues from users;
2. Assist Data Manager in querying (writing SQL code), analyzing, and presenting data from a relational database;
3. Provide HMIS system training to the community;
4. Attend committee meetings, educational seminars to improve knowledge and performance level;
5. Assist with research and data analytics regarding homelessness on O'ahu;
6. Support development and adoption of uniform data standards across the State of Hawaii;
7. Support consideration and periodic revision of client privacy and security procedures, as well as data sharing protocols;
8. 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;
9. Support the submissions of AHAR, PIT, HIC, SPM, and other CoC reports to HUD;
10. Support the Annual Point in Time Count in collaboration with PIC's Data Committee, Executive Director, and Board of Directors

OTHER DUTIES/FUNCTIONS:
o 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. Basic understanding of relational databases and an interest in computer programming
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. Intermediate user of Excel
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 Computer Science, Data Science, or Social Sciences with some training in programming or data work
2. Two (2) years of work managing a relational database or working with large data sets
3. Strong background in research and analytic work
4. Knowledge and direct experience with PIC activities.
5. Working knowledge of barriers to housing and self-sufficiency challenges for individuals and families experiencing poverty and homelessness.
6. Working knowledge of and experience with the Homeless Management Information System.

<u>The ideal candidate will have the following skills and abilities</u>: 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. Basic level of programming experience in SQL with a familiarity of relational databases and data visualization. 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