



Community Assistance Network, Inc. (CAN)

Job Title:	Program Coordinator - HMIS	Job Category:	Non-Exempt
Department:	Shelter Program	Job Code/Req#:	
Location:	Baltimore County	Travel Required:	Some Travel
Level/Salary:	TBD	Position Type:	Full-time

Job Description: The Homeless Management Information System (HMIS) Program Coordinator provides administrative support services within the homeless services department. This includes managing HMIS activity and documentation to ensure that organizational goals and measurement objectives are accomplished in accordance with the homeless services contracts. The Program Coordinator reports directly to the Deputy Director.

Job Purpose: Under the umbrella of CAN, the Homeless Shelter’s mission is to provide a safe, clean, and supportive community which helps stabilize homeless men, women, children and families by promoting self-worth, providing linkages to community resources and encouraging personal responsibility. The Program Coordinator supports the mission by completing the following duties including, but not limited to:

Duties/Responsibilities:

- Provide administrative coordination of all Homeless Services Department Programs including, updating, and distributing shelter forms, standard operating procedures (SOP’s), program calendars, employee on-call lists; ordering office supplies as needed.
- Oversees the Shelter HMIS process including, coordinating with Baltimore County Office of Planning, establishing employee HMIS accounts and training logs, updating client intake forms, monitoring, and reviewing data collection to ensure data accuracy.
- Manage Shelter Daily Roster and coordinate with HMIS system ensuring compliance with the Triage Intake Coordination Approach.
- Review and prepare monthly statistical reports, and others as requested by the Deputy Director.
- Conduct internal training for HMIS Service Point.
- Assist the DHS with logging and tracking resident grievances for the Eastside and Westside shelters.
- Monitor, maintain, and order office supplies and small office equipment, coordinate with IT for larger equipment orders.
- Demonstrate highly developed oral and written communication and interpersonal skills, pleasant demeanor, and professional attitude.

- Demonstrate flexibility and re-establish priorities and workplan to compensate for unanticipated changes in work volume to adequately meet needs as deemed necessary.
- Demonstrates the ability to manage multiple projects simultaneously to meet deadlines.
- Consistently uses discretion when discussing confidential matters.
- Consistently participates in the development and implementation of office goals and objectives.
- Enter and maintain accurate database records in Homeless Management Information Systems (HMIS).
- Participates in community relations and fundraising activities as needed.
- Performs other duties as assigned.

Skills/Qualifications:

- Associates Degree required. Human service experience may be substituted for college degree.
- Strong administrative and/or leadership experience.
- Ability to identify efficient and effective systems that will foster structure and organize communication amongst staff and program partners at all levels.
- Experience in working with the homeless or at-risk populations is preferred.
- Effective interpersonal, verbal, and written communication skills; Strong organizational skills; Ability to work under pressure; Ability to work independently and as part of a team; Self-motivated.
- Computer literacy and experience with Microsoft Office.
- Valid State of Maryland driver's license and transportation required.

Last Updated By: R. Michelle Phelps

Date/Time: 2/11/2021