



Systems Analyst Job Announcement

TITLE: Systems Analyst - Coordinated Entry

REPORTS TO: Systems Implementation Manager

SUPERVISES: Interns, as assigned

STATUS: Exempt, Salaried, Full-time

ORGANIZATIONAL OVERVIEW:

All Chicago effectively combines immediate resources with long term strategies to achieve one goal – to make homelessness history in Chicago. Our Emergency Fund program provides critical financial assistance to people experiencing an emergency that could lead to homelessness or other crises. Our Chicago Alliance program analyzes, recommends, and collaboratively implements sustainable housing solutions for Chicago. Our Learning Center program researches leading practices and offers educational opportunities for all those working to end homelessness. Learn more at www.allchicago.org.

POSITION SUMMARY:

The primary responsibility of the Systems Analyst is data integrity and reconciliation, coordination and implementation of the Coordinate Entry system workflows. Coordinated Entry (CE) is a process that helps communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner. The Homeless Management Information System (HMIS) is used as a centralized database and a tool to facilitate the CE process in Chicago. The Chicago Continuum of Care (CoC) provides oversight for the overall housing system-wide implementation of CE. The Systems Analyst will also guide in designing and delivering specialized technical assistance, trainings and support multiple CE projects with a focus on HMIS.

Specific tasks and work volume will be established and evaluated through ongoing supervision, the development of an annual professional development plan, and an annual performance review.

SPECIFIC RESPONSIBILITIES:

Data integrity/Quality Assurance (40%)

- Develop protocols and procedural documents based on existing workflows that would allow for efficient data entry.
- Monitor day-to-day processes to ensure data is being entered accurately and consistently through the development of new processes or use existing processes/reports.
- Work the helpdesk to help answer questions and provide resolution in a timely manner.
- Ensure any requests to system workflow results in prompt escalations as needed and that efforts are made to ensure such changes are aligned with reporting guidelines.

- Create data dashboards and provide weekly, monthly, quarterly or annual reports and analysis as assigned.
- Partner with CoC Program Team and CE System Integrators to resolve data anomalies and related workflow issues.
- Actively participate in all CoC CE planning and implementation efforts including committees and workgroups.
- Ensure users are following the developed protocols to help maintain quality deliverance of data while enforcing the set standards and expectations.
- Keep current on trends and best practices in coordinated entry.

Systems Training (25%)

- Ensures familiarity with current HMIS Data Standards, homeless service approaches and other relevant topics through independent study, relevant workshop attendance, and conference participation.
- Work closely with the Implementation Manager II to understand training needs. Develop customized training modules and ensure users receive adequate information.
- Develop training curriculum and design training materials by identifying information needs.
- Contribute to team effort by accomplishing set expectations around training.
- Assist stakeholders with understanding and entering data and implementing all aspects of the system.

Resource Database (30%)

- Build and maintain a resource database within HMIS for CE.
- Serve as the primary liaison between All Chicago and CE Lead Agency to gather resource information on a regular basis regarding emerging technology needs.
- Build necessary tools (such as surveys, forms etc.) to gather updated resource information in a regular manner.
- Build communication/update tools to help strengthen communication and assist keep information current amongst the users and the HMIS Lead.
- Maintain the integrity of the resource database with frequent updates.

Other Tasks (5%)

- Act as an ambassador for All Chicago and the Chicago Alliance in all settings, demonstrating a commitment to the organizational mission and the Chicago Continuum of Care system priorities.
- Assist with the semi-annual All CoC meetings and other events, as appropriate.
- Respond effectively and professionally to inquiries, complaints, or concerns, as presented by staff, persons of lived experience, service providers, and other stakeholders.
- Create work plans to outline and track timely completion of related tasks.
- Work closely with the Communication Team to assist in developing departmental marketing materials and communication to ensure accuracy and consistency of messaging.
- Provide monthly activities reports as requested by the HMIS Director.
- Identify and share informative pieces for the monthly program newsletter and the CoC webpages.
- Actively participate in monthly CoC, program and staff meetings.

- Other duties as assigned.

QUALIFICATIONS:

ACADEMIC: Bachelor's Degree is required. Information Systems, Social Sciences or a related field is preferred.

YEARS OF EXPERIENCE: Minimum of 2 -3 years of experience and competency in relational database management systems, preferably working in a Continuum of Care, federal agency or other social services field. Experience with homeless or housing services preferred.

TECHNICAL SKILLS: The following skills are required:

- Excellent professional writing and oral communication skills, demonstrated competency in public speaking and facilitation, and strong interpersonal communication skills.
- Demonstrated talent and ability to learn new technologies and apply them successfully.
- Ability to analyze data and formulate summaries and recommendations relating to complex issues for a variety of formats and audiences.
- Demonstrated strong problem solving, decision making, and strategic thinking capacities.
- Excellent organizational and time management skills, timeliness in meeting deadlines, and the ability to oversee multiple projects at a time.
- Ability to respond effectively and professionally to inquiries, complaints, or concerns, as presented by staff, consumers, service providers, and other stakeholders.
- Capacity to effectively carry out instructions provided in written or oral form.
- Desired familiarity with the Chicago Continuum of Care, mainstream resources, and government funding regulations (Chicago's Plan 2.0, SNAP, Medicaid, Medicare, HUD HEARTH ACT, etc.).
- Capacity to supervise administrative staff and intern-level activities, as needed.
- This position may require out of state travel approximately twice a year.

TECHNOLOGY SKILLS: Proficiency in Microsoft Office (Outlook, Word, Excel, Power Point, and Publisher) and Webinar-based tools is required. Familiarity with data analysis software is preferred.

CROSS FUNCTIONAL COLLABORATION: The capacity to work in a multi-disciplinary and collaborative environment, both internally and externally, is required. This position is required to assist other departments in order to facilitate the achievement of the All Chicago strategic goals and objectives, as appropriate.

WORK ENVIRONMENT

- Work place is a smoke- and drug-free environment.
- Intermittent travel to off-site locations required.
- Position requires frequent and regular computer and phone use.
- This position requires attendance during regular business hours from 9am to 5pm, Monday through Friday. Occasional night and weekend hours are required a few times a year.
- All Chicago is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. All Chicago does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color,

national origin, disability, genetic information, marital status, veteran status, sexual orientation, general identification, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. All Chicago is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

COMPENSATION

- Salary is competitive, commensurate with experience. Comprehensive benefits package (with some employee contributions) includes medical, dental, vision insurance, and disability. Employer-matched retirement plan. Generous paid leave.

TO APPLY

- Please send cover letter and resume to hmisceanalyst@allchicago.org to the attention of Kim Schmitt.
- Please write your name (last, First) in the re: line of your email.
- Incomplete applications will not be considered. No phone calls, please.