

Job Title: Program Coordinator **Job Classification:** Temporary / Full-Time / Non-Exempt
Department: Safer Ground **Reports to:** Program Manager

Company Overview

Celebrating its 50th anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission and purpose: *to ease and end the crisis of homelessness in our community*. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County, and Amador County supports this mission and everyone who works for or on behalf of BFHP understands and is dedicated to this mission and purpose. With programs ranging from free meal service to permanent supportive housing, BFHP provides a continuum of care to accommodate a broad spectrum of specialized needs. The Agency's mission is responsive to the constituency and communities served by it and of value to the society.

Position Summary

Under the supervision of the Program Manager, the Program Coordinator will be responsible for full cycle administration of our Homeless Management Information System (HMIS). S/he will manage data entry, data quality, relevant staff training, and generate and analyze all data reports that are used to present to funders and other stakeholders. S/he will work with the Program Manager and Housing Navigators on administrative tasks, reports, client chart management, tracker logs and other documentation necessary to ensure effective delivery of services and programmatic efficacy.

Essential Duties and Responsibilities

- Set up all client records in HMIS (Homeless Management Information System).
- Provide data entry from HMIS intakes, exits and status change forms within 24 hours of data collection and ensure that program data quality meets or exceeds standards.
- Review HMIS forms for errors and consistency issues; troubleshoot issues with staff.
- Run weekly, monthly and quarterly HMIS reports for funders in collaboration with the Program Manager.
- Create additional tracking systems and generate reports on an as-needed basis for funding and reporting purposes.
- Manage the Daily Medical Assessment Logs for each motel, trailers & 5th St. House clients.
- Support Program Manager in the overall management of program data and outcomes reporting.
- Interact with the Housing Navigator staff to request missing HMIS paperwork and follow up with staff to ensure all data is entered accurately.
- Interact with Safer Ground Program Manager to ensure motel occupancy reports are accurate and submitted in a timely manner.
- Distribute new HMIS forms and communicate new policies to staff, as they are rolled out.
- Provide in-house training and technical assistance to staff and management in areas of data entry, data quality, and data reporting.
- Present all reports, communication, and workbooks in an easily understandable format for non-technical program staff.
- Locate and define new process improvement opportunities.
- Work within the framework of BFHP's Code of Conduct.

Effective Date: 07.01.2020

- Complete all Privacy and Security Training required by BFHP; maintains confidentiality regarding clients, personnel and other internal agency affairs.
- Attend and participate in all assigned program and external meetings.
- Be responsible to other staff, clients, BFHP and its stakeholders both for your actions and your decisions not to act.
- Conduct business in accordance with the Team Handbook, exercising sound judgment and serving the best interests of BFHP and the community.
- Commit yourself to treating each community member with the respect and dignity.
- Perform other tasks as assigned by supervisor.

Qualifications

- AA Degree required; BA in the field of Economics, Computer Science, Information Management or Statistics preferred.
- Minimum of two (2) years of experience with data management and analysis required
- Experience working with HMIS strongly preferred
- Proficiency with PC Computer systems and Microsoft Office (Word, Excel, etc.,) required.
- Ability to maintain professional conduct, attitude and appearance at all times; interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds.
- Good written and oral communication skills.
- Good conflict resolution skills.
- Ability to meet deadlines and complete multiple tasks in a timely manner.
- Capacity to work independently and as part of a team.
- Ability to maintain professional conduct, attitude and appearance at all times.

Special Requirements

- Must have a valid driver's license, reliable personal vehicle and clean DMV record.
- Must be able to obtain background check clearance.

Physical Requirements

- The employee is regularly required to use hands to type, handle, feel
- The employee is frequently required to climb stairs, walk, sit, talk and hear
- The employee is occasionally required to stand, stoop, kneel, crouch or reach
- The employee must occasionally safely lift and/or move up to 50 lbs.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

I have received a copy of my job description and understand all of my responsibilities.

Staff Signature

Date

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