



Hancock Resource Center
Program Support Position Description
Homeless Management Information Systems and Data Entry Coordinator

Employee Name: _____

Program(s): Supportive Services for Veteran Families, Emergency Solutions Grant, Grant per Diem

Reports to: Program Manager

Classification: Full-time non-exempt, 36 hours per week.

Education/Experience:

High School Diploma or equivalent. Advanced studies (beyond high school) in business or other related field preferred. At least one year experience as administrative staff with clerical duties preferred. Experience in customer service, data entry, working with homeless and at-risk populations. Proficient in Word, Excel, using email, and working in web-based systems preferred. Writing skills required- both language and grammar. Veteran preferred.

Physical/Mental Requirements

Must be able to sit, work at a computer for 75% of workday or more. Must be able to see, hear, and speak to communicate with clients and staff with reasonable accommodations. May require rare lifting/moving of items up to 25 pounds. Must be able to handle working in fast-paced high stress environment with people from diverse backgrounds.

Employee/Team Member Responsibilities

1. Positive attitude- employee shows positive attitude in work and work relationships. Performs duties not specifically outlined in Position Description with a positive attitude.
2. Attendance/timeliness- employee does not call in frequently, is not frequently late, adheres to lunch/break policy, does not leave early. Does not routinely handle personal business during work hours.
3. Team mentality- employee does not engage in gossip or other behavior that disrupts the harmony of the work environment. Works well with co-workers and constructively handles conflict.
4. Communication to co-workers and management- employee communicates using the appropriate methods, follows the Chain of Command, uses appropriate language, and is timely.
5. Adherence to policies, both formal and informal- employee follows HRC policies including formal written organizational policies, program policies, and informal day-to-day policies.
6. Lifelong learning: Asks for assistance when a task is not understood, or workload requires help to complete in a timely manner. Identifies self-learning needs related to job responsibilities and makes an effort for continuing education.



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7. Represents/support HRC outside of work responsibilities- employee presents a positive image of HRC in the community in actions, words, and deeds. Employee is involved in the community and volunteers to assist with HRC community involvement.
8. Overall quality, timeliness, and productivity- the employee's overall quality of work is without frequent errors, employee meets deadlines, employee completes tasks accurately and in a timely manner.

Position Competencies

1. Create and modify documents using Microsoft Office, Excel and Power Point.
2. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
3. Provides data collection, entry and reporting for programs. Manage database access.
4. Provide feedback to Program Manager about accuracy and completeness of information provided for data entry.
5. Customer Service: answering phone calls at front desk, greeting clients, directing client to fill out assessment cards. Promptly and accurately conveys messages to HRC staff, including voicemails left after hours.
6. Community Outreach- Assists with outreach to clients and the community to raise awareness of services, recruit/engage clients, promote HRC services.
7. Resource Coordination- researches and stays up to date on community resources. Refers client to available resources and assists with application process.
8. Client Communication and Follow-Up- communicates with case managers regularly. Returns calls/emails/texts within one business day. Maintains professional tone and language.
9. Compliance and Reporting: Follows program guidelines for timeliness, and accuracy. Provides information to Program Manager as requested for program reporting. Completes tools for tracking and reporting as required.
10. Completes special projects as assigned.

Program Competencies

1. Assessment and Intake- Follows up on Assessment Cards within one business day.
2. Collect, review, and check for completeness all necessary program document requirements from clients, via email and/or the front desk within 3 business days.
3. Respond to client inquiries concerning their cases, and update clients on case progress via phone and/or email, including returning client's emails and phone calls within one business day.
4. Enter, maintain, and close out data collected by Assessments Cards in Client Management System, CounselorMax.
5. Enter client information into the Homeless Management Information System completely, ensuring all fields are completed accurately and quality of data meets standards.
6. Audit closed client files for completeness and accuracy of data. Scans files for electronic storage.



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I have read and understand the responsibilities of this position.

Employee Signature

Date

Program Manager

President/Executive Director