Pathways of Hope

Job Title: Data and Compliance Specialist  
Reports to: Director of Programs  
Education requirement: Bachelor’s Degree  
Experience Required: Minimum 1 year of full-time related work experience  
Position is: Non-Exempt, Hourly, Full Time, 40 hours a week

Definition/Objective: 
The Data and Compliance Specialist is responsible for providing oversight of all housing and service navigation programs with respect to compliance with grant requirements as it relates to data management and reporting. This position will also assist in screening, assessment, referrals and support for Pathways’ housing, prevention and service navigation programs.

The Agency:  
Since 1975, Pathways of Hope has been working to end the dual plights of homelessness and hunger in North Orange County. We have multiple housing sites and programming models that intersect at working to end homelessness and hunger across the greater North Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

The Candidate:  
All Pathways of Hope employees must embrace a culture of teamwork, collective success and support in assisting the agency in achieving its mission and vision. The ideal candidate will possess a strong work ethic, a track record of successful problem-solving, the ability to work independently, and an understanding of homelessness in Orange County.

Salary Range and Benefits:  
The salary range for this position is $21.00 - $24.00 DOE. Benefits available include Health and Dental Insurance, vacation, sick time, and retirement plan options. As part of its cultural values, Pathways of Hope respects and values work/life balance.

Essential Duties and Responsibilities: 
1. Grant Compliance and Management:  
   • Reviewing grant for general compliance and oversight.  
   • Translating a Proposal into a program implementation plan for the purpose of implementing a grant and a process to track its progress  
   • Monitoring the scope of work and budget for proper use of funds. Ensures compliance with agency requirements regarding grant monitoring and reporting documents.  
   • Works directly with the Director of Programs to coordinate reporting, audit responses, and other grant-related activities.  
   • Provides direct assistance in the formulation and implementation of policies and procedures as they affect the administration of grant projects.
• Assists with analyzing, interpreting and applying Federal, State, Local Government, and private funder’s statutes, rules, and regulations regarding grant administration and implements related Programs-wide processes.
• Serves as a resource for staff and Program Managers during the project development process focusing on allowable expenditures and the project budget
• Serves as a resource for direct service staff (Case Managers and Service Navigators) to review performance activities and provide information to adjust spending and eligible costs
• Conducts monthly monitoring meetings with grant Program Managers and Director of Programs to review fiscal and performance activities and provides information to Program Managers to adjust spending.
• Develops trainings and provides oversight to facilitate the preparation of reports and documentation required by grantors.
• Monitors budget spenddowns and helps point out issues before they become crisis
• Develop and use management system that helps promote organizational structure for managing a grant that produces results, ensures coordination and builds accountability across the Program team.
• Continuous review to address prior programmatic and financial weaknesses, and continue to review a program’s performance making mid-course corrections as needed
• Managing Risk to understand what constitutes financial and program risk as it relates to a grant, and the ability to characterize a program according to risk assessment principles.

2. Screening for housing programs: Rapid Re-Housing, Shelter Projects, and Permanent Housing Projects
• Provides screening, standardized assessment and referrals for all housing programs
• Maintains documentation standards
• Assists case managers in scheduling intake appointments
• Tracks bed availability for all programs

3. HMIS Administration, Training and Reporting:
• Enter client data in HMIS according to Coordinated Entry policies and procedures
• Assist in development of policies and procedures governing HMIS
• Monitor HMIS Contributors for compliance with HUD’s HMIS standards and guidelines
• Collect and maintain homeless service provider descriptor data in HMIS
• Act as initial point of contact for HMIS help desk support for all users, elevating advanced issues or problems appropriately.
• Provide technical assistance and user support for HMIS software, including agency account set-up, system monitoring and testing, problem diagnosis and resolution, routine software and information maintenance.
• Provide and coordinate on-going training in the use of HMIS.
• Coordinate, conduct, and participate regular end user meetings to discuss HMIS issues and elicit end user feedback
• Assist in the creation and development of custom reports and queries.
• Monitor the dissemination of data collected through the HMIS.
• Perform any such other duties as may be required to ensure that the HMIS operates smoothly, and that data input and retrieval meet HUD’s requirements.

4. Ensures internal project performance and client data reporting aligns with the reporting in HMIS for applicable programs.
5. Complies and collaborates with Orange County’s Continuum of Care and its Coordinated Entry System
6. Coordinates with case manager and housing manager to place applicants into appropriate programs
7. Assists Case Managers and Service Navigators with intakes of clients
8. Assists with client follow up assessments across all programs
9. Runs regular HMIS data reports and checks HMIS related documentation to collaborate with Case Managers in ensuring data accuracy and data compliance
10. Leads data quality checks, file audits, and ad hoc projects across all agency projects as appointed by Supervisor
11. Represents Pathways of Hope on collaborative committees and other appropriate entities.
12. Collaborates with Development Team on items related to grants and funding as it relates to data
13. Maintains agency reports and documentation of all housing and intake related matters
14. Ensure the confidentiality and safety of case files and participant information
15. Ensure documents submitted on behalf of the client are valid and submitted on a timely basis.
16. Maintain an understanding of Fair Housing Laws and keep current on legal issues and regulations
17. Consult with program staff on client related issues
18. Other duties as assigned

Contacts and Relationships:
Reports to Director of Programs and interacts with Program Managers, Case Managers, Service Navigators, Grant Monitors, Senior Manager of Development, Senior Manager of Operations, as well as agency partners and government agencies. Helps maintain relations within and across departments with respect to data reporting, client screening and intake for housing programs and other service provider agencies.

Qualifications and Guidelines:
Knowledge of:
• Proficiency in Microsoft Word, Excel, Access and Outlook
• Continuum of Care and Coordinated Entry System is preferred
• Bi-lingual English/Spanish is preferred
• HMIS (Homeless Management Information System)
• Dependability, responsibility, and the ability to communicate effectively and respectfully
• HUD definition of homelessness, Chronic homelessness, Prevention and Diversion
• Excellent customer service/public relations skills, including ability to work collaboratively with others.
• Knowledge of and experience with HUD HMIS Data & Technical Standards.
• Knowledge of and experience with HMIS software products, especially Clarity
• Knowledge of and experience with common computer operating systems.
• Knowledge of and experience with common internet web browser interfaces.
• Knowledge of and experience with relational database structure and database administration. Knowledge of and experience with online collaborative tools.
• Knowledge of and experience with help desk ticketing software.
• Knowledge of and experience with knowledge management tools.
• Ability to translate between agency information needs and database structure and functions required.
• Ability to troubleshoot and resolve software and hardware problems.
• Experience in quantitative data analysis.
• Hands-on experience with a variety of computer equipment and software systems.
• Ability to follow oral and written instructions accurately and perform accurate basic arithmetic calculations.
• Excellent written and oral communication skills.
• Ability to manage multiple projects and deadlines

Ability to:
• Work flexible schedule including nights and weekends
• Work effectively with a diverse population
• Plan, organize and prioritize duties
• Speak effectively before small groups
• Mediate conflict with co-workers, clients and other stakeholders
• Communicate effectively over telephone and clearly communicate information and instructions verbally and in written form
• Establish and maintain effective working relationships with co-workers, supervisor(s), volunteers, clients and any other stakeholders

Miscellaneous:
• Participation in networking functions, community meetings, and other meetings as assigned by supervisor
• Assist with program activities when necessary
• Attend staff meetings and trainings as needed/scheduled
• Enhance job performance by applying up-to-date professional knowledge gained by attending seminars, conferences, webinars, trainings, etc.
• Perform ad hoc projects as assigned by supervisor
• Physical Tasks and working conditions include ability to lift up to 30 lbs.
• Maintain valid California Driver License and State-mandated auto-insurance

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Pathways of Hope reserves the right to modify, supplement, rescind or revise all job descriptions to meet the overall needs of the organization.

Pathways of Hope is an equal opportunity employer.