

## **CAREER OPPORTUNITIES:**

The NL Housing & Homelessness Network - in partnership with End Homelessness St. John's and their NL HMIS Steering Committee partners - is currently recruiting for the following two (2) positions:

- 1) HMIS Coordinator - Community Lead**
- 2) HMIS Coordinator - Technical Lead**

Competition Closing Date: MONDAY, JANUARY 29th, 2018 (4:30 pm NT)

Resumes may be submitted via:

E-Mail: [cyril@nlhhn.org](mailto:cyril@nlhhn.org)  
Fax: [\(709\) 722-8335](tel:(709)722-8335)  
Mail: NLHHN  
Suite 100, [77 Charter](#) Aveune  
St. John's NL A1A 0N2  
Attention: Cyril Tobin

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**Position:** HMIS Coordinator - Community Lead  
**Contract:** February 1, 2018 to March 31, 2019  
**Reports to:** NL HMIS Steering Committee, via Cyril Tobin at NLHHN  
**Salary:** \$72,000 annually

### **Background:**

The 2014-2019 St. John's Community Plan to End Homelessness proposes a bold vision - to end homelessness in St. John's by 2019. This does not mean we will never have someone who needs emergency shelter or loses housing. But, with community coordination and supports in place, we can ensure that no one in our city will live on the streets or in emergency shelter for longer than 7 days before having access to the housing and supports they need.

A key priority area in realizing this vision is an integrated information system to enable aligned data collection, shared information, and enhanced coordination efforts. How are we able to address homelessness in our community without a robust data collection tool? In the homeless-serving system, this tool is called a Homeless Management Information System (HMIS). The Community Plan has already committed to using HIFIS (Homeless Individuals and Families Information System), a free-of-charge program developed by the Government of Canada as part of the Homelessness Partnering Strategy (HPS).

HIFIS has already been implemented in some emergency shelters and other organizations in St. John's and across the province. Most are using HIFIS 3.8, a desktop application available for

download. HPS has recently developed HIFIS 4, which is a web-based tool that can be accessed from a variety of web-enabled devices, making it easier to use, track and share data. HIFIS 4 is also customizable through branding, field collection and report generation.

In 2017, the Newfoundland and Labrador HMIS Steering Committee submitted an application to HPS to support the province-wide deployment of HIFIS 4. The NL HMIS Steering Committee is composed of representatives from Newfoundland and Labrador Housing Corporation (NLHC), Newfoundland and Labrador Statistics Agency (NLSA), Newfoundland and Labrador Housing and Homelessness Network (NLHHN), Transition House Association of Newfoundland and Labrador (THANL), the Town of Grand Falls-Windsor, the City of St. John's, End Homelessness St. John's (EHSJ) and Service Canada. The project is titled the Newfoundland and Labrador HMIS Catalyst Initiative, and it proposes hiring two HMIS Coordinators to make this a reality. One position will be the Technical Lead and one position will be the Community Lead.

### **The Position**

The HMIS Coordinator - Community Lead, working closely with the HMIS Coordinator - Technical Lead, will be responsible for implementing HIFIS 4 in homeless-serving organizations across Newfoundland and Labrador. This role will appeal to an individual who likes working with and teaching others, and who is interested in the challenge of ending homelessness in St. John's and Newfoundland and Labrador.

This position will be hosted by the Newfoundland and Labrador Housing and Homelessness Network (NLHHN) and will work closely with the other members of the NL HMIS Steering Committee. This position is part of a federally-funded project entitled the "Newfoundland and Labrador HMIS Catalyst Initiative," led by End Homelessness St. John's on behalf of the NL HMIS Steering Committee. The project's outcomes will be monitored by EHSJ's Performance Management Planner.

### **Duties and Deliverables**

The HMIS Coordinator - Community Lead position will be responsible for the following:

Community and provincial rollout (lead - with support from HMIS Coordinator - Technical Lead):

- Conduct provincial needs assessment to determine how homeless-serving organizations are currently collecting data, what the challenges are, and how to address these challenges using HIFIS 4, with support from a consulting company
- Travel to various communities in Newfoundland and Labrador to meet with representatives in homeless-serving organizations and to view their facilities and equipment
- Develop HIFIS 4 training sessions for delivery across the province
- Determine equipment needs for homeless-serving organizations in order to successfully use HIFIS 4

- Determine equipment needs for regional training sites at the NLHHN site in St. John's and across the province
- Create and implement provincial rollout plan for HIFIS 4

Support and training (in conjunction with HMIS Coordinator - Technical Lead):

- Support the installation and upgrading of HIFIS 4 software for homeless-serving organizations as required
- Conduct HIFIS 4 training for homeless-serving organizations in St. John's and across NL
- Coordinate the development of print materials to assist in HIFIS 4 training, including the HIFIS 4 handbook, training materials, information about consent, etc.
- Assist NLSA to conduct quarterly data exports from HIFIS-using organizations in NL
- Provide customer service and support to HIFIS 4 users in the province as required

Supporting documentation (in conjunction with HMIS Coordinator - Technical Lead):

- Develop terms of reference, policies and procedures, etc. for HIFIS 4 usage in NL
- Develop Memoranda of Understanding (MOUs) between organizations as required
- Assist in the development of any forms required (participation agreements, client consent forms, etc.)
- Develop any other documentation required for successful provincial implementation of HIFIS 4

Reporting and administration (in conjunction with HMIS Coordinator - Technical Lead):

- Work with Newfoundland and Labrador Statistics Agency (NLSA) in data compilation, cleaning, reporting, etc.
- Participate in HIFIS-related activities with provincial and national partners, including conference calls and annual workshops
- Support the 2018 St. John's Point-in-Time (PiT) Count through HIFIS 4 as required
- Provide quarterly progress reports about HIFIS activities in NL
- Complete and submit an annual work plan, with accompanying budget, as required by federal funding agency

## **Education and Experience**

Education:

- Bachelor's degree or equivalent (Master's degree preferred) in area such as social sciences, social work, social enterprise, etc.

Experience (work or volunteer):

- Experience, paid or volunteer, in a nonprofit environment or consulting with nonprofit clients
- Experience, paid or volunteer, or interest in the homeless-serving system preferred

- Leadership and/or teaching experience with ability to mentor and coach staff preferred
- Experience in teaching, coaching or training preferred
- Experience in developing and delivering programs preferred
- Experience working with a variety of community stakeholders
- Experience working with customers and customer service orientation

Technical experience:

- Experience with a variety of software systems, including Microsoft Office
- Experience working with web-based applications preferred
- Experience working with databases or management information systems preferred
- Experience with an HMIS or HIFIS would be an asset

## General Competency Requirements

The following demonstrate the attitude and values being sought in the ideal candidate:

- Cultural congruence - A passion for the vision of ending homelessness in St. John's and across the province, including a strong sense of compassion and ability to relate to people from all walks of life. Respect for diversity.
- Collaboration - Ability to work with others, share information and foster dialogue, and encourage others to contribute. Positive attitude and sense of shared wins and successes. Team player.
- Communication - Strong written and verbal communication skills. Ability to communicate with people from the community, government, and other agencies at all levels of management. Ability to communicate with others who are not well versed in computers and technology.
- Results orientation - Ability to create action plans and set/achieve goals. High standard of performance and ability to work independently without constant guidance.
- Project management - Ability to manage multiple priorities and deadlines. Ability to balance working with outside consulting firms and community organizations. Ability to adapt to change.

This position requires significant travel. A valid driver's license and access to a vehicle is required.

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A key priority area in realizing this vision is an integrated information system to enable aligned data collection, shared information, and enhanced coordination efforts. How are we able to address homelessness in our community without a robust data collection tool? In the homeless-serving system, this tool is called a Homeless Management Information System (HMIS). The Community Plan has already committed to using HIFIS (Homeless Individuals and Families Information System), a free-of-charge program developed by the Government of Canada as part of the Homelessness Partnering Strategy (HPS).

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## **The Position**

The HMIS Coordinator - Technical Lead, working closely with the HMIS Coordinator - Community Lead, will be responsible for leading the customization of HIFIS 4 specifically for communities in Newfoundland and Labrador. This role will appeal to an individual who is well versed in computer programs and who is interested in the challenge of ending homelessness in St. John's and Newfoundland and Labrador.

This position will be hosted by the Newfoundland and Labrador Housing and Homelessness Network (NLHHN) and will work closely with the other members of the NL HMIS Steering Committee. This position is part of a federally-funded project entitled the "Newfoundland and Labrador HMIS Catalyst Initiative," led by End Homelessness St. John's on behalf of the NL HMIS Steering Committee. The project's outcomes will be monitored by EHSJ's Performance Management Planner.

## **Duties and Deliverables**

The HMIS Coordinator - Technical Lead position will be responsible for the following:

HIFIS 4 Customization (lead):

- Consult extensively with EHSJ's Intensive Case Management (ICM) program, entitled Front Step, which has been piloting HIFIS 4 in NL since 2016
- Research HIFIS 4 best practices from other organizations using HIFIS across Canada
- Participate in the selection of an IT consulting firm to support the customization of HIFIS 4 (with support from EHSJ and the City of St. John's, in conformance with RFP procedures)
- Work with IT consulting firm to determine how to customize HIFIS 4 for homeless-serving agencies in NL, including branding as required, the development of custom fields, and the development of custom reports using Crystal Reports
- Lead in the development of a HIFIS 4 handbook for homeless-serving organizations in NL, in conjunction with the IT consulting firm

Hosting and technical requirements (lead):

- Participate in the selection of an IT consulting firm to research hosting options (with support from EHSJ and the City of St. John's, in conformance with RFP procedures)
- Support the implementation of hosting of HIFIS 4 in conjunction with NLHC as HIFIS 4 will be hosted on the NLHC server
- Determine any other technical requirements for successful provincial implementation of HIFIS 4

Data sharing and privacy (lead):

- Coordinate Data Provision Agreements (DPAs) between HPS and local organizations
- Support the completion of a privacy impact assessment for HIFIS 4 (led by a consulting company, in consultation with municipal and provincial legal staff as required)

Support and training (in conjunction with HMIS Coordinator - Community Lead):

- Support the installation and upgrading of HIFIS 4 software for homeless-serving organizations as required
- Conduct HIFIS 4 training for homeless-serving organizations in St. John's and across NL

- Coordinate the development of print materials to assist in HIFIS 4 training, including the HIFIS 4 handbook, training materials, information about consent, etc.
- Assist NLSA to conduct quarterly data exports from HIFIS-using organizations in NL
- Provide customer service and support to HIFIS 4 users in the province as required

Supporting documentation (in conjunction with HMIS Coordinator - Community Lead):

- Develop terms of reference, policies and procedures, etc. for HIFIS 4 usage in NL
- Develop Memoranda of Understanding (MOUs) between organizations as required
- Assist in the development of forms required (participation agreements, client consent forms, etc.)
- Develop any other documentation required for successful provincial implementation of HIFIS 4

Reporting and administration (in conjunction with HMIS Coordinator - Community Lead):

- Work with Newfoundland and Labrador Statistics Agency (NLSA) in data compilation, cleaning, reporting, etc.
- Participate in HIFIS-related activities with provincial and national partners, including conference calls and annual workshops
- Support the 2018 St. John's Point-in-Time (PiT) Count through HIFIS 4 as required
- Provide quarterly progress reports about HIFIS activities in NL
- Complete and submit an annual work plan, with accompanying budget, as required by federal funding agency

## **Education and Experience**

Education:

- Bachelor's degree or equivalent (Master's degree preferred) in area such as business, computer science, information technology, technology management, etc.

Experience (work or volunteer):

- Experience, paid or volunteer, in a nonprofit environment or consulting with nonprofit clients
- Experience, paid or volunteer, or interest in the homeless-serving system preferred
- Leadership and/or teaching experience with ability to mentor and coach staff preferred
- Experience working with a variety of community stakeholders
- Experience working with customers and customer service orientation
- Project management experience preferred

Technical experience:

- Experience with a variety of software systems, including Microsoft Office

- Experience working with web-based applications preferred
- Experience working with databases or management information systems preferred
- Experience with Crystal Reports or other business intelligence software preferred
- Experience with an HMIS or HIFIS would be an asset

General Competency Requirements:

The following demonstrate the attitude and values being sought in the ideal candidate:

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