



JOB DESCRIPTION

Data & Operations (technology) Specialist

About the agency: FamilyAid Boston empowers parents and caregivers facing homelessness to secure and sustain housing and build foundations for their children's futures. Our dedicated, resourceful staff works in partnership with parents facing housing crises to develop safe, stable housing solutions that build on families' strengths and meet their unique needs.

FamilyAid Boston's programs include homelessness prevention, emergency shelter, and supportive affordable housing for parents and children at risk of or experiencing homelessness. Each family we work with receives comprehensive social services designed to help them build a foundation for long-term housing stability.

FamilyAid Boston is a supportive, collaborative, and diverse workplace where staff from various departments work together to achieve our mission. We offer competitive salaries, health and dental plans, 403b retirement, and a generous paid time off package.

Position Summary: Reporting to the Director of Operations and Human Resources, the Data and Operations Specialist is directly involved in day-to-day administrative and data & technology support of the agency, primarily in the main office.

Duties & Responsibilities (include but are not limited to the following):

Technology

- Orients all new employees to computer, phone, and office equipment and other related office systems and procedures.
- Provides ongoing technical support and assists with trouble-shooting re: computer, phone, office systems, and equipment; and liaisons with particular vendors as needed.
- Troubleshoot, problem-solve and support staff with technical difficulties
- Keep current on the development of hard and software products and systems to advise leadership on changes and improvements in the information technology field.
- Track and support the maintenance, inventories, and needed upgrades of information technologies including hardware, software, databases, networks, and cloud computing.
- Support intra-office communication systems, procedures, file management, record keeping, phones, and computers.
- Update operations procedures manuals.

Data

- Provide administration on all aspects of City and State ETO databases.
- Designs, implements, and maintains policies and procedures related to data-management; monitors data-collection practices to ensure data-quality goals are met.
- Promotes such policies related to accurate data collection amongst staff and management to generate an agency-wide acceptance of, and willingness to contribute to, highest possible data quality standards.
- Consistent data evaluation and quality control through reports and regular audits.
- Appropriate and successful bridging between HMIS data systems and vendors.
- Manage data analysis, report writing, and results in communication with internal and external stakeholders.
- Prepare various reports for funder and grant requirements.
- Provide orientation to new staff and technical assistance when needed regarding accurate and timely data entry into Efforts to Outcomes data system (ETO)/Homeless Management Information System (HMIS) and other mandated reporting programs.
- Ongoing staff trainings, written guides and in-person support on data collection, data entry and advanced reporting features.
- In consultation with the Director of Operations and Human Resources, recommends, designs, and implements database system changes, upgrades, and other procedures to further the goals of Family Aid Boston.
- Supports internal and external research studies and collaborates with partners to understand best practices in HMIS and performance management.
- Manage and maintain the client record paper file system throughout the agency.
- Participates in meetings with external stakeholders and represents FAB in a professional manner in all contacts with representatives of other agencies, including, but not limited to the HMIS User Group hosted by the City of Boston's Department of Neighborhood Development.

Administrative

- Ensure that FAB maintains a positive, professional, clean and friendly work environment that promotes pride in its work and dignity and respect for its guests and clients.
- Works in collaboration with the Director of Operations and Human Resources to streamline and improve office processes.
- Works cooperatively with program managers, senior managers and all Social Services staff in order to ensure the smooth functioning of all aspects of agency operations
- Supports directors of programs in systems, process, and other needs.
- Assumes backup coverage of the reception area (including greeting clients, answering phones, and monitoring children's play space) in conjunction with the Administrative Assistant and other appropriate staff.
- Works cooperatively with representatives of all FAB departments.
- Creates an environment of customer service that promotes accessibility to ask questions, receive guidance, or address issues with data.
- Provides work coverage in case of absences of team members.

Leadership

- Possesses strong core ethics, integrity, and accountability consistent with FamilyAid Boston's Mission, Vision, and Values.
- Aligns self towards achievement of FamilyAid Boston's mission, vision, values, strategic plan, and annual operational and financial plans.
- Works in a manner that is diplomatic, inclusive, transparent, communicative, open and fair.
- Develops strong positive relationships to ensure successful accomplishment of projects and initiatives.
- Identifies internal and external expectations and exceeds them.
- Serves as a reliable and upbeat colleague in collaborative efforts to achieve the agency's annual goals and objectives.
- Supports staff working directly with individuals and families in crisis and potential underlying mental health and substance use disorders.
- Conducts on-going monitoring of timely data entry by program staff to ensure data quality and accuracy and has primary responsibility for high quality data collection and reporting.
- Undertakes other duties and/or assignments as assigned.

Qualifications

- 2+ years' experience with office systems including file management, phones, computers, and office equipment
- Minimum 2 years of data analysis experience
- 2+ years' experience with HMIS/ETO a must
- Excellent computer skills and knowledge of Microsoft Office, databases, and standard querying logic and report design, such as SQL and SAS, respectively.
- Ability to manipulate small pieces of data with accuracy and focus; great attention to detail
- Excellent verbal communication skills and good writing skills
- Exceptional troubleshooting skills
- Ability to handle multiple tasks and requests simultaneously
- Experience and familiarity with human service agencies and situations
- Bi-lingual skills, especially Spanish is desirable.

Physical

- Ability to lift heavy objects (25 lbs.), and climb stairs.
- Ability to access all areas of all FAB buildings, including administrative offices, shelters, housing.
- Ability to sit at a desk and computer terminal for long periods of time.

Supervision: This position reports to Director of Operations and Human Resources

Location: FamilyAid Boston, 727 Atlantic Ave., Boston

Work Schedule: Full-time

To apply:

Applications will be reviewed on a rolling basis. Please send your cover letter and resume to hr@familyaidboston.org

FamilyAid Boston is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation, or age.