



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

JOB TITLE: HMIS DATA ANALYST	REPORTING TO: SENIOR MANAGER, HMIS
DEPARTMENT: 211 OC	POSITION: FULL-TIME / EXEMPT

Purpose of Position

Orange County United Way's 2-1-1 Orange County (211OC) serves as the region's comprehensive information and referral system, connecting residents to health and human services 24/7. As the HMIS Lead Agency for Orange County, 211OC manages the Homeless Management Information System (HMIS)—a web-based platform that collects and analyzes data from service providers supporting individuals and families experiencing homelessness.

The HMIS Data Analyst plays a critical role in maintaining data integrity, supporting system users, and producing actionable insights to inform service delivery and policy. This position requires a strong technical aptitude, excellent communication skills, and a passion for using data to drive impact.

Key Duties and Responsibilities

- **Technical Support & System Administration**
 - Serve as second-tier technical support for HMIS users, resolving system issues and ensuring proper usage.
 - Monitor system performance, conduct testing, and troubleshoot technical problems.
 - Maintain system documentation and stay current with vendor release notes and HUD updates.
 - Complete agency and project setup in HMIS as needed.
- **Training & Capacity Building**
 - Develop and maintain HMIS training materials for new and existing users.
 - Conduct webinars and virtual trainings to ensure consistent system knowledge across agencies.
 - Create user-friendly documentation to explain HMIS functionality and HUD policies to non-technical audiences.
- **Data Analysis & Reporting**
 - Compile and analyze monthly performance reports using HMIS data.
 - Manage the data quality correction process and produce reports that are accessible to non-technical stakeholders.
 - Generate ad hoc reports and dashboards to support program evaluation and decision-making.
 - Produce audit and usage reports to monitor system activity and compliance.
- **Federal Reporting & Compliance**
 - Support the completion of HUD-mandated reports including:
 - Point-in-Time Count (PIT)



- Housing Inventory Count (HIC)
- Longitudinal Systems Analysis (LSA)
- System Performance Measures (SPM)
- Assist with other federal, state, and local reporting requirements as needed.
- **Collaboration & Stakeholder Engagement**
 - Provide data and insights to HMIS participants, the CoC Lead, and CoC Board.
 - Contribute content to quarterly Data and Performance Management meetings.
 - Recommend system improvements and share best practices for data quality monitoring.
 - Collaborate with agencies, partners, and community organizations to support data-driven service delivery.
- **General Responsibilities**
 - Contribute to website content updates related to HMIS and data reporting.
 - Maintain confidentiality of sensitive and proprietary information.
 - Demonstrate professionalism, punctuality, and responsiveness in all interactions.
 - Perform other duties as assigned to support the success of the HMIS program and 211OC initiative.

Job Requirements /Technical Knowledge

- Associate's or Bachelor's degree preferred; or equivalent experience (minimum 3 years).
- Minimum 3 years working with complex datasets, data standards, and reporting tools.
- Experience supporting database users and interpreting data for non-technical audiences.
- Proficiency in Microsoft Excel, Word, and Outlook.
- Familiarity with web-based data systems and CRM platforms.
- Strong analytical and problem-solving skills.
- Exceptional attention to detail and organizational ability.
- Excellent written and verbal communication skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Commitment to customer service and collaborative teamwork.
- Availability: Monday – Friday, 8:00 AM – 5:00 PM

Compensation

- Commensurate with experience, education, and market, \$23-\$27/hour. Competitive benefits.

Core Competencies

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.



- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Company Standards

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org

Orange County United Way

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www.unitedwayoc.org