



**KCRHA**  
King County Regional Homelessness Authority

## **Data Management Specialist**

King County Regional Homelessness Authority

**Role Title:** Data Management Specialist

**Salary Range:** \$75,000 - \$85,000

### **Organizational Overview**

The King County Regional Homelessness Authority (the Authority) oversees all homelessness related programming and prevention initiatives in the Seattle/King County region. Created via an interlocal agreement between the City of Seattle and King County in 2019 the Authority is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the Authority is specifically tasked with:

1. Engaging and centering people with lived experience;
2. Focusing on justice-based approaches in order to actively address disproportionalities in the population experiencing homelessness; and
3. Integrating the perspectives of a wide range of stakeholders across King County through a sub-regional planning process that recognizes the unique attributes of communities within the county.

The Authority is currently in its founding era and is looking for dynamic and skilled leaders at all levels.

### **Team Overview**

The Community Impact team within the Authority is responsible for oversight of critical agency activities including data management and reporting, the development of system metrics, program development and oversight, community engagement, data system implementation, and stakeholder coordination. Members of this team report directly to the Chief Community Impact Officer and support the data and community engagement functions of the Community Impact department in service of the broader Authority goals.

### **Role Description**

The Data Management Specialist works closely with people experiencing homelessness, the Chief and Deputy Chief Community Impact Officers, staff from the Programs department, HMIS agency partner staff, and other community partners to help to design and manage data systems in order to provide services and referrals to people experiencing homelessness and to answer some of the most pressing questions about how our region is responding to the homelessness crisis.

In collaboration with the other members of the Community Impact department, the Data Management Specialist will support the Authority's evaluation strategy, analytics practice, community engagement, and reporting (including HMIS, Point In Time Count, and other data collection as deemed necessary by Authority leadership). The department is responsible for using data in ways that are innovative, strategic, and aligned to the Authority's core belief that those who have directly experienced homelessness are best suited to develop the solutions that will ultimately end homelessness.

The Data Management Specialist will support the Community Impact division by primarily maintaining the Homeless Management Information System (HMIS) to Housing and Urban Development (HUD) HMIS specifications and Federal, State and Local requirements, maintaining the security and privacy of the data, and provide user support and program support as needed in coordination with the HMIS System Administration team. With the support of the Data Asset Manager, Chief Community Impact Officer and Deputy Chief Community Impact Officer, this role will be responsible for assisting in federal reporting, trainings and producing training materials, supporting team members in research projects and developing and researching new research evaluations, developing internal analytics tools, building and maintaining external data sources (such as power apps), and supporting research projects. This is a highly collaborative role which requires a degree of technical expertise and an orientation toward partnership building.

As an individual contributor, the Data Management Specialist will support the culture and practice of data-informed decision making at the Regional Homelessness Authority. This position will frequently need to work independently, translating broad requests and project requirements into action. This position will often use existing data resources, such as the Homelessness Management Information System (HMIS), to derive insights into how our system is functioning. They will also support and design systems to improve upon existing data collection activities, making it more efficient and effective as necessary for program operations, evaluation, analytics, and research. In coordination with other KCRHA staff and external partners, the Data Management Specialist will help develop new data collection processes and environments that will enhance existing data collections methods to form a larger, integrated data infrastructure foundation.

The Data Management Specialist will ultimately be accountable to the CEO and people experiencing homelessness and will be held to the processes that customers of the Regional Authority's services, community groups, and frontline staff establish to ensure that accountability.

***Accountabilities:***

**Data Management, Analytics & Security (70%)**

- Apply a racial equity lens to all areas of work, including methods, analysis, results interpretation and dissemination

- Supports database performance by monitoring, evaluating, and resolving project set up and performance problems. Coordinates with the HMIS vendor as needed.
- Develop protocols to measure problem areas, and measure results
- Developing expertise in HUD HMIS data fields, project setups and federal, state and local funding sources as it relates to data collection requirements
- Develop expertise in Coordinated Entry process and data flows
- Support development and changes to data infrastructure for Coordinated Entry
- Assist with oversight of security and privacy and access control policies and procedures for continuum of care, and for any new data collection systems that may come online.
- Supports application design by contributing expertise to new initiatives
- Creating dashboards and reports to assist with project performance and evaluation, federal reporting, data quality and database configuration
- Provides technical support to employees in the form of training, training materials, updating interwebs and reporting as needed.
- Support HMIS vendor with Federal Reporting as needed
- Manage and link data from multiple internal and external sources within the parameters of data-sharing agreements and client privacy
- Support the on-going growth and development of enterprise level technology solutions to collect, organize, and make meaning of the Authority's data collection efforts
- Support the development and management of new data collection strategies to close knowledge gaps and increase the capacity of the Authority to have near real-time understanding of needs and housing or service availability in the county.
- Support community partners and other Authority staff in the implementation of new data collection strategies
- Provide support and guidance for Authority staff around use of data and data tools developed and used by the Community Impact Division
- Work diligently to keep data confidential and private in congruence with a variety of privacy frameworks

### **Department Strategy & Operations (15%)**

- Support the development and design of data strategy to support the Authority in day-to-day operations and oversight of all homelessness related programs and initiatives
- Support the development and implementation of the Community Impact team's workplan
- Support the Community Impact Division in identifying and vetting additional tools that can help the authority effectively and efficiently collect and process data.
- Support in the unification of the team and related stakeholders to drive towards the organizational vision
- Model a customer-centric work style to internal and external stakeholders
- Work with the Data Asset Manager, and other department leadership to identify additional resourcing to support agency operations, as required
- Proactively engage with other staff and support communication between divisions

### **Community Engagement (15%)**

- Partner with stakeholders such as organizations serving Black, Indigenous, Immigrant and other communities of color, organizations serving people with disabilities, organizations serving LGBTQIA community members, organizations serving women, and other organizations serving historically marginalized and oppressed communities
- Engage stakeholders in partnership with the sub-regional planning team for evaluation processes based on shared priorities, including meeting facilitation, presentation, conflict resolution, and negotiation skills
- Coordinate and facilitate opportunities for engagement between external stakeholders Community Impact Division.
- Support the development of relationships with community-based organizations, potential resourcing partners and other government agencies to support strong engagement and create opportunities for collaboration
- Prepare materials to provide relevant updates to key partners in town halls, board meetings, council sessions, or related engagement and/or oversight structures
- When needed, attend events as a content area expert

### **Minimum Requirements**

- 2+ years of experience with data management, technical program or project management with a focus on monitoring, evaluation, and continuous quality improvement and organizational learning
- Demonstrated understanding of community engagement
- Clear experience centering equity and justice approaches in complex government operations with demonstrable results
- Demonstrated success managing complex stakeholder relationships across multiple jurisdictions
- Demonstrated ability to work across systems

### **Additional Requirements**

- Ability to undertake routine travel around the region (King County) in order to meet with key stakeholders.
- Experience working with data sources relating to homelessness, housing affordability, public housing, evictions, and other related topics, a plus
- Experience designing and operating programs and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- Exceptional planning, organizing, and prioritizing skills in order to manage a diverse workload, multiple demands, and deadline sensitive projects
- A high level of customer service orientation and attention to detail
- Ability to provide and accept feedback
- Ability to work in and across several communication platforms, including social networks and cloud-based systems
- Strong attention to detail, accuracy, timeliness

## **VACCINATION MANDATE**

RHA is subject to the King County requirement that all county contractors and volunteers working onsite (Workers) at Executive branch agencies (Agency/Agencies) be fully vaccinated against COVID-19.

If you are the successful candidate for a position, RHA will send you a conditional offer letter. As a condition of employment, prior to a final offer of employment, you will be required to:

- Submit proof of vaccination, or
- Have an approved request for medical or religious exemption and an approved accommodation. Philosophical, political, scientific, or sociological objections to vaccination will not be considered for an exemption or accommodation

People are considered fully vaccinated against COVID-19 two weeks after receiving the final dose of vaccination approved by the Center for Disease Control and Prevention (CDC).

## **EEO STATEMENT**

The King County Regional Homelessness Authority is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on the basis of race, creed, religion, color, national origin, age, alienage or citizenship status, ancestry, nationality, national origin, marital or domestic partnership or civil union status, familial status, sex, pregnancy, gender identity, or any other characteristic protected by federal, state or local law. The Authority will provide reasonable accommodations for qualified individuals with disabilities.