



**SAN DIEGO  
Regional Task Force  
on Homelessness**

The Regional Task Force on Homelessness (RTFH) is a nonprofit organization. On behalf of the Continuum of Care (CoC), RTFH manages our region's Homeless Management Information System (HMIS); a secure online city and countywide database that enables service providers to manage their program services. The HMIS includes the Coordinated Entry System (CES); a client-centered process that streamlines access to the most appropriate housing intervention for each individual or family experiencing homelessness. RTFH also coordinates the annual Point-in-Time Count in January. Approximately 1700 volunteers are trained and deployed throughout San Diego County to count and interview homeless persons who are unsheltered.

Seeking a **Project Support Specialist** to join the RTFH team.

**ESSENTIAL FUNCTIONS:**

- Build and maintain strong relationships with service providers throughout San Diego region.
- Gather information on new programs, populate the new service provider form with the collected information, share with staff, and follow up on the implementation of the new program in HMIS.
- Schedule and provide HMIS training to existing or new San Diego Continuum of Care HMIS users.
- Provide support for HMIS users and participating agency staff through the ticketing system or over the phone.
- Conduct onsite and off-site monitoring of San Diego Continuum of Care service providers on HMIS compliance.
- Run audit reports on HMIS users for compliance of HMIS privacy and security, and report to HMIS administrator any noncompliance.
- Maintain an up to date list of HMIS participating agencies.
- Enter, modify, and monitor changes of project descriptor data elements for San Diego Continuum of Care service providers.
- Ensure all sheltered annual Point-In-Time (PIT) Count data is entered timely by the homeless dedicated service providers.
- Validate program usage and capacity data for the Annual Homeless Assessment Reports (AHAR) for the City and County of San Diego.
- Collect bed and unit inventory information from the homeless service providers for the annual Housing Inventory Count.
- Conduct quarterly user group meeting for San Diego Continuum of Care HMIS users.
- Produce, analyze and monitor quarterly system wide data quality reports.
- Provide data quality support and detailed instructions to all HMIS users.
- Participate in testing HMIS generated reports created by staff and Bowman system.
- Support the finance team on HMIS participating agencies user license billing.
- Performs additional duties as assigned



## **KNOWLEDGE, SKILLS AND ABILITIES:**

### *Knowledge of:*

- HUD Data Standards, regulations and reporting requirements
- In-depth understanding of the HMIS, from both an operational and end-user perspective
- Program research, monitoring, and evaluation methods
- Concepts of community development, homeless or housing programs
- Continuum of Care (CoC) objectives and strategies
- Data Management
- Office software suite
- Telephone, office and online etiquette

### *Excellent Skills in:*

- Customer relation and service
- Attention to detail
- Oral and written communication
- Presentation and training

### *Ability to:*

- Meet critical deadlines
- Design and produce project documentation
- Solve complex problems and issues individually or as part of a team
- Interpret and accurately implement a variety of instructions and regulations
- Communicate effectively with persons of various social and economic backgrounds, including homeless Work independently with minimal supervision

## **EDUCATION AND EXPERIENCE:**

### Qualifying education/experience:

1. A Bachelor's degree from an accredited U.S. college or university or a certified foreign studies equivalency in business administration, public administration, non-profit administration, urban studies/planning, social work, or other closely related fields, AND, one year of professional experience in project coordination/management or in community development, homeless or other housing programs.

### **OR**

2. A minimum of five years of professional experience in project coordination / management or in community development, homeless or other housing programs.

Note: Experience working with nonprofit organizations, government agencies, and/or community collaborations is a plus.



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Full-time non-exempt position at the hourly rate of \$18.50 - \$20.65. Benefits package includes medical, dental, vision, chiropractic, and life insurance, SIMPLE IRA, and paid time off.

Our organization offers a casual work environment with a talented and friendly team.

If you are qualified and interested in this position, please reply to this post. Send a cover letter, resume and pay requirements. Be sure to include the job title in the subject line of your email.

RTFH is an Equal Opportunity Employer.