



POSITION DESCRIPTION
Beginning June 1, 2010
Final Draft: February 12, 2010

Position: Information Manager (Full Time)
Supervisor: Executive Director
Hours: Full-time, 40 Hours Weekly
Typically Monday through Friday 9 AM – 5 PM
Wage: TBD
Benefits: Full Benefits Package

General Responsibilities

As part of Management Team, manage Transitions Projects' use of the ServicePoint HMIS system and provide training for shelter, case management, and service center staff. Provide reporting and analysis of HMIS data to funders and Transition Projects' directors. Develop and oversee maintenance of information resources for staff and Resource Access Center clientele. Supervise the Technology Support Specialist and serve as primary liaison to information systems contractors.

Contract & Reporting Responsibilities (Homeless Management Information System – HMIS)

1. Assist the Executive Director in devising valid, reliable success metrics for all operations.
2. Coordinate with program directors to ensure program success metrics can be efficiently recorded in and retrieved from the ServicePoint HMIS.
3. Develop and maintain access for employees to contract-related information (print and digital).
4. Provide reference services and *ad hoc* reporting to Transition Projects staff in need of contract-related information.
5. Complete HMIS-related reporting to contracting agencies.
6. Develop tools for recording and reporting such metrics.
7. Provide regular and *ad hoc* reports on agency programs using the ServicePoint HMIS.
8. Provide in-depth analysis of data from the ServicePoint HMIS for strategic development.
9. Create and remove ServicePoint user accounts for staff.
10. Maintain and update training material and data entry guidelines.
11. Train newly hired staff on agency-specific systems (information collections: print and digital, and ServicePoint HMIS).
12. Provide on going and ad hoc ServicePoint training as need be.
13. Monitor ServicePoint data quality.
14. Provide reports of necessary revisions to program directors for distribution to their staffs.

Information Resource Responsibilities

1. Supervise Technology Support Specialist, who will perform primary information systems maintenance role.
2. Provide quick reference support for basic office software questions (document formatting, etc.)
3. Build and manage agency intranet, including digital library of staff resources and agency documents (using D-Space, Greenstone, or similar open-source technology).
4. Develop and maintain additional physical information resource collection for staff.

The Bridge Home

5. Establish and oversee practices for uniform implementation of community computing resources in the shelter and community computer rooms.
6. Assist in development of Resource Access Center Reading Room resource collection and catalog.
7. Assist in development of Resource Access Center open access lending library.
8. Oversee the creation and removal of system accounts with the aid of the Technology Support Specialist (network access / Email / listing in networked resources such as directories and scanners).
9. Coordinate with IT support team, System and Network Administrators (staff or contract), to ensure proper function of computer and network resources.
10. Other duties as assigned.

PERFORMANCE RESPONSIBILITIES: Each Transition Projects employee must:

1. Represent the organization professionally at all times.
2. Provide positive role models to residents, tenants and clients.
3. Maintain positive relations with clients, volunteers, co-workers, staff from other agencies, agency funders, and the general public.
4. Be tested for TB within 2 weeks of hire and be retested at least annually thereafter throughout employment.
5. Demonstrate effective communication skills by conveying necessary information accurately, listening effectively and asking questions when clarification is needed.
6. Plan and organize work effectively and ensure its completion.
7. Exercise necessary cost control measures.
8. Demonstrate reliability by being present for work as scheduled, arriving and leaving on time and taking breaks in expected time frames.
9. Interact effectively with persons of diverse ethnic backgrounds, religious views, cultural backgrounds, and sexual orientations and treat each individual with respect and dignity.
10. Demonstrate team behavior and promote a team-oriented environment.
11. Demonstrate initiative.
12. Participate in ongoing development and improvement of all program processes and relationships.

PHYSICAL/MENTAL REQUIREMENTS: The physical and mental demands described here are representative of those that must be met by an employee, with or without accommodation, to successfully perform the essential functions of this job.

1. Hearing and vision adequate for interaction with clients, interaction with staff and interaction with the general public.
2. Hearing adequate for telephone work. Vision adequate for close work.
3. Hand and finger dexterity adequate to operate standard office equipment.
4. Ability to walk, bend, stand, sit, reach, stoop, pull, sit, squat, and climb stairs.

MINIMUM QUALIFICATIONS

1. Master's degree in related field or two years of experience in digital library setting.
2. Demonstrated ability to work independently. Ability to appropriately assess a situation and take corrective action as necessary.
3. Basic understanding of the issues surrounding homelessness, chemical dependency, mental health, domestic violence and sexual assault.
4. Experience working with homeless/low-income population helpful.
5. Demonstrated ability to work as part of a team in the delivery of services to clients.
6. Excellent computer skills. Demonstrated ability to use word processing, database, spreadsheet, e-mail, and Internet programs, as well as familiarity with computer systems and network equipment (Windows, RemoteDesktop, ActiveDirectory, modems, routers, etc.).

7. Excellent oral and written communication skills.
8. Excellent interpersonal relationship skills.
9. Familiarity with ServicePoint HMIS preferred.
10. Bilingual English/Spanish preferred.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.