

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Data Entry Clerk

Reports to: Grant Compliance Manager

Education Requirement: High School Diploma

Position is: Non-exempt, 38 hours per week

Job Summary:

This position performs data entry, analysis, and reporting in the CiviCore and Homeless Management Information System (HMIS) for Families Forward programs. This position prepares monthly Data Quality reports for all housing and homeless prevention programs as requested by Grant Compliance Manager. Under the supervision of the Grant Compliance Manager, this position works with program staff to develop processes to ensure the timely, high quality, and streamlined collection of program data. This position is an active member of the Data and Compliance team and supports all data and compliance functions, including audit, monitoring, and process and program evaluation.

Essential Job Duties:

Rapid Rehousing Data Entry, Quality, and Reporting (45%)

- Review check list for Client Packet completeness and quality standards and audit during initial family visit, communicating missing items to Case Management.
- Verify that proof documentation match information client supplied on agency forms.
- Generate additional required documents such as income calculation worksheets, income category classification, HMIS reports, and homeless certification as needed.
- Process client files, reviewing data for inconsistencies and errors using standard data entry procedures.
- Enter program data on a timely basis with responsibility to verify, correct, delete data, or combine data from several sources, proactively request additional information for mandatory documents that are incomplete.
- Communicate with Case Management on ongoing file completion, quality, and timeliness. Flag mistakes, unanswered questions, and inconsistent information for CM to follow up with family.
- Maintain a detailed process with staff for delivery of intakes, entries and exits, and annual assessments.
- Store completed document packets securely in designated locations.

Request for Services and Housing Navigation Data Entry, Quality, and Reporting (30%)

- Responsible for data entry and exits of all Housing Resource Specialists' clients, including Affordable Housing.
- Enter all Requests for Services (RFS) enrollments in CiviCore and triage to P&D and Housing Intake.
- Support Counseling and Career Services data entry and reporting.

System administration and quality (20%)

- Strictly adheres to HMIS and Agency confidentiality guidelines.
- Maintain current and ongoing expertise regarding HMIS data standards and support the implementation of these data standards for HUD funded programs.
- Follow strict HUD and County guidelines on quality, timeliness, accuracy and completeness.
- Makes data corrections based on monthly quality data reports provided by Grant Compliance Manager.
- Assist in completing reports for grants, evaluation, and compliance, as needed.

Other duties as assigned (5%)

- Attend program, department, and agency meetings, as required.
- Other program duties as assigned.

Job Qualifications:

- Experience working with databases including data entry and reporting.
- Knowledge of HMIS system and CiviCore preferred.
- Must be analytical, highly detailed, deadline driven, and able to enter data with speed and accuracy.
- Strong critical thinking, organizational, and communication skills.
- Knowledge of correct spelling, grammar, and punctuation.
- Must be results driven with strong computer skills (Microsoft Word, Microsoft Excel, and customer database systems).
- Maintain valid California Driver’s License and State Mandated Auto Insurance.
- Able to take direction, work independently, and proactively.
- Ability to be flexible, supportive, and to work cooperatively with co-workers.
- Able to maintain confidentiality of client and organizational information.

Pay rate: \$22-25 per hour, depending on experience

Please submit resumes to Marissa Hall at mhall@families-forward.org. No phone calls please.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; req. occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills			Required	
Computer Software: Microsoft Office			Required	
Interpersonal/Communication: Strong verbal & written skills				Required
Language (non-English): Speak & understand Spanish				

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel			
Use telephone	O		
Type or use PC equipment			C
Sit at desk			C
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk	O		
Hear	O		
Climb or balance			
Reach with hands or arms			
Reach above shoulder level			
Stand or walk	O		
Use hands to finger/handle/feel			
Push/pull	O		
Special Vision Requirement			

Moderate Noise (open office)				C
Loud Noise (warehouse, fork trucks, etc.)				
Very Loud Noise (heavy equipment, etc.)				
Work Environment				
Wet, humid conditions (non-weather)				
Work in high, precarious places				
Fumes or airborne particles				
Toxic or caustic chemicals				
Outdoor weather conditions				
Extreme cold (non-weather)				
Extreme heat (non-weather)				
Risk of electrical shock				
Risk of radiation				
Vibration				
Other:				

Close vision (clear at 20 inches or less)				C
Distance vision (clear at 20 inches or more)	O			
Color vision (identify & distinguish colors)				
Peripheral vision (Observe up/down/left right)				
Depth perception (3 D; judge distance)				
Ability to adjust focus				
Lifting/Carrying				
Up to 25 lbs.	O			
Up to 50 lbs.				
Up to 100 lbs.				
More than 100 lbs.				
Working Hours				
Physical presence during work hours				C
Weekends	O			
Overtime	O			

 Manager's Approval

 Date

 Employee's Approval

 Date

 Human Resource's Approval

 Date