

FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

Job Title: Data Integrity Specialist

Reports to: Data and Compliance Manager

Education Requirement: Bachelor's Degree or equivalent education and experience

Position is: Non-exempt, Full-time - 38 hours per week

Pay Range: \$25-31 per hour, based on experience

About Families Forward

Families Forward is a leading nonprofit dedicated to ending family homelessness and creating pathways to housing stability in Orange County. Our team is united by a shared commitment to equity, innovation, and data-driven decision-making. Every role directly contributes to transforming lives — and the Data Integrity Specialist plays a critical role in making sure our impact is measurable, reliable, and continually improving.

Position Summary

The Data Integrity Specialist ensures that all program data at Families Forward — especially in the Homeless Management Information System (HMIS) — is accurate, complete, timely, and compliant with all internal and external requirements. This position sits at the intersection of data quality, compliance, and program impact, helping the organization tell its story through reliable data.

You'll manage and monitor data for all programs, prepare quality and performance reports, and strengthen systems that drive organizational learning and accountability. If you love finding patterns, solving puzzles, and building data systems that make people's work easier and smarter — this is the role for you.

Key Responsibilities:

Data Management & Compliance (60%)

- Enter, verify, and correct participant data across systems (HMIS, CiviCore) to maintain the highest standards of accuracy and integrity.
- Ensure all client files and case documentation meet grant and HUD compliance requirements.
- Identify data issues proactively and collaborate with program teams to resolve errors or inconsistencies.
- Develop and implement workflows that improve timeliness and accuracy of data entry.
- Produce and distribute monthly data "report cards" to program teams to improve performance and accountability.
- Create dashboards, data visualizations, and summaries that translate complex data into clear insights.
- Attend HMIS user meetings and Continuum of Care data discussions to stay current on policy and system changes.

System Administration, Audits, & Quality Assurance (35%)

- Serve as the primary database administrator and system liaison for HMIS and CiviCore.
- Provide user training, troubleshooting, and ongoing support to staff on data systems and reporting functions.
- Ensure compliance with HUD Data Standards and Families Forward's confidentiality and data security policies.
- Prepare monthly and quarterly data quality and performance reports for grants and internal leadership.
- Support audits, monitoring visits, and grant reporting requirements in collaboration with the Compliance Manager.

- Reconcile client data with accounting and housing teams to ensure alignment and accuracy across departments.
- Recommend process improvements based on data trends and quality findings.

Team & Agency Support (5%)

- Participate in department, program, and all-staff meetings.
- Contribute to organizational learning efforts and continuous improvement initiatives.
- Perform other duties as assigned.

Qualifications:

- Bachelor's degree or equivalent combination of education and relevant experience.
- 2+ years of experience working with complex databases, preferably HMIS or other client management systems.
- Strong analytical mindset and high attention to detail — accuracy is second nature to you.
- Advanced proficiency in Microsoft Excel, data entry, and reporting tools; experience with data visualization tools (e.g., Power BI, Tableau, or Excel dashboards) a plus.
- Excellent written and verbal communication skills, with the ability to explain data clearly to non-technical audiences.
- Demonstrated ability to work independently, meet deadlines, and manage multiple projects simultaneously.
- Understanding of homeless service systems or social services preferred.
- Commitment to confidentiality, equity, and Families Forward's mission.
- Valid California Driver's License and State-mandated Auto Insurance required.

Why You'll Love Working Here

You'll be part of a team that believes data can drive social change. Your work will directly help ensure that every number, report, and insight tells a truthful story — one that brings Orange County families closer to stable housing and brighter futures. Families Forward offers a supportive, mission-driven environment with opportunities for professional growth, comprehensive benefits, and a culture that values collaboration, learning, and innovation.

Don't meet every single requirement? We encourage you to apply anyway. At Families Forward, we value diverse backgrounds, perspectives, and lived experiences. If you're excited about this role and our mission to end homelessness, we want to hear from you—even if your experience doesn't align perfectly with every qualification.

Benefits

- Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

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.

Please send resumes to Marissa Hall, Director of Operations, at mhall@families-forward.org. No phone calls, please.