



Information Management Specialist

Job Title: Information Management Specialist
Reports To: HI County Homeless Engagement Hui- Lead
FLSA Status: Exempt
Created On: November 2024

Position Summary:

Under the Supervision of the HI County Homeless Engagement Hui- Lead or assigned designee, the Information Management Specialist is responsible for the accuracy, integrity, and maintenance of the HI County Homeless Engagement Hui database. This role will involve managing data entry, conducting regular audits for data quality, and generating reports to help our collaborative members evaluate their programs and services effectively. The Information Management Specialist will also focus on improving the database system and collaborating with Neighborhood Place of Puna's data team to enhance the data management process. A keen attention to detail and a passion for leveraging data to support unsheltered populations are essential for success in this position.

Essential Duties & Responsibilities include the following:

- Oversee the daily operations of HI County Homeless Engagement Hui database.
- Ensure data integrity through regular audits, identifying and correcting discrepancies as needed.
- Filter, validate, import and export data, identify and prevent duplications and perform data analysis.
- Create and update forms, filters, formulas, and apply rigorous quality control measures.
- Support user administration, including onboarding, training, and providing ongoing support to staff from partner agencies.
- Manage data entry process, ensuring that participant information is collected, entered, and updated in a timely manner.
- Develop and maintain procedures for data collection and management, ensuring compliance with privacy and security requirements.
- Generate periodic and ad hoc reports to present data insights and trends for stakeholders.
- Collaborate with partner organizations to understand reporting needs and highlight key findings that inform program decisions.
- Provide training sessions and support materials to ensure effective utilization of the shared database among all partner agencies.
- Submit reports to the County concerning the compliance and involvement of necessary agencies.
- Other duties as assigned.

General Expectations and Responsibilities:

- Collaborate with community agencies, members, and organizations to become familiar with the services they offer.
- Maintain a professional and respectful disposition at all times.
- Deliver all services with a high level of customer focus and service in accordance with training, NPP policies and procedures, program requirements, and direction from leadership.



NEIGHBORHOOD PLACE OF PUNA

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- Engage in active listening and use clear communication and verbal skills.
 - Document all pertinent data and information regarding work with individuals, agencies, and other community members promptly in accordance with company requirements.
 - Participate in organization planning.
 - Attend staff meetings and trainings
 - Attend community meetings as directed.
 - Update shared calendar to reflect activities, meetings, and general schedule.
 - Participate in special grant projects and other assigned duties as directed.

Supervisory Responsibilities:

The Information Management Specialist has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Car Use:

The position may require operating a company vehicle and/or personal vehicle to transport goods or personnel to various locations as needed. A valid driver's license and a clean driving record are essential for this role.

Education and/or Experience:

Associate Degree or higher preferred.

High School Diploma or equivalent required.

Skills and Knowledge:

- Excellent computer literacy and knowledge of Microsoft Suite, Google Docs, and Google Sheets.
- Ability to communicate effectively and courteously with families, staff, and community members.
- Knowledge of available community resources.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.
- Ability to work as part of a team and maintain flexibility around task assignments.
- Ability to establish, recognize, and adhere to appropriate professional boundaries.

Other Requirements:

- Valid Hawaii driver's license and no-fault car insurance.
- Resident of Puna/East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check
- Participate in the upkeep of office and general cleanliness of workspace



Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. This job's specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.

Neighborhood Place of Puna provides support to individuals and families experiencing homelessness and other challenging circumstances. It is not uncommon to see, engage, or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to deal with these situations appropriately.