



Organization: Friends In Deed

Title: Temp Data and Quality Assurance Specialist

Department: Street Outreach and Housing

Reports To: Director of Street Outreach and Housing

Employment Status: Part-Time, Three-Month Temporary Assignment

Hourly Rate: \$22-24

Location: Pasadena, CA

About Friends In Deed:

Friends In Deed (FID), a social services agency which celebrated its 130th anniversary in 2024, focuses on reducing and preventing homelessness and alleviating the effects of poverty for the community's most vulnerable citizens. FID operates five programs: Food Pantry, The Women's Room (a day shelter for homeless and at-risk women), Street Outreach and Housing, Bad Weather Shelter, and Eviction Prevention and Rental Assistance. Friends In Deed is committed to providing compassion, connection, and dignity for all clients experiencing times in their lives when they need assistance most.

About the Position:

The Data and Quality Assurance (DQA) Specialist is responsible for ensuring accurate and timely data entry into Homeless Management Information Systems (HMIS) and department spreadsheets. The DQA Specialist will work with staff of a handful of teams to ensure data integrity by providing ongoing data entry, data analysis and corrective support on all relevant HMIS systems. The Data and Quality Assurance Specialist assists to ensure the accuracy and integrity of client charts, electronic records, and program data/outcomes. This may include, but is not limited to: program and documentation reviews (internal audits) that ensure compliance with contract mandates regarding data and documentation standards.

Primary Responsibilities:

- Assist staff with data clean-up to improve data integrity in HMIS.
- Monitor and analyze data quality for all assigned programs.
- Ensure that all required program paperwork is completed and entered into the participant file in a timely manner.
- Provide administrative and technical support to program staff.
- Complete monthly reports and documentation as required by Friends In Deed and program funders.
- Analyze and interpret reports to discover and correct any discrepancies in report logic or existing data in HMIS that could be the cause.
- Compile data and build internal reports for monitoring and data integrity purposes.
- Provide assistance to Program Managers/Directors during the implementation of new contracts, which may include establishing systems, developing forms or tools, and training staff on quality assurance and outcome guidelines.
- Other duties as assigned.

Physical and Mental Requirements and Work Environment:

- Work indoors in temperature controlled environments and occasionally exposed to outdoor weather and driving conditions. The noise level in the work environment is usually moderate to high.

- Ability to interact with other employees, residents, customers and members of the public with a respectful and collaborative demeanor.
- Ability to work effectively under time constraints, prioritize work, multi-task, and adapt to changing work demands.
- Gather, analyze, synthesize, and classify information. Transcribe, enter, and post data.
- Ability to respond effectively to sensitive inquiries or complaints.
- Requires use of a computer, computer keyboard, and computer screen for substantial periods of time.
- Travel to various program sites and off-site meetings.
- Complex reading and writing skills, judgment and decision-making capability, and problem-solving skills.
- High level of concentration and attention to detail for extended periods of time.

Knowledge, Skills, and Abilities:

- Ability to communicate effectively both verbally and in writing.
- Ability to manage time effectively.
- Ability to manage multiple database programs and generate a variety of specialized reports.
- Ability to maintain a high degree of accuracy with statistics.
- Comprehensive problem solving and solution oriented capabilities, keen analytical skills.
- Proficient in computer knowledge, Microsoft Windows, Microsoft Office software (Word, Excel, PowerPoint), Homeless Management Information Systems (HMIS) and Google Apps.
- Ability to accurately enter client data in an HMIS database system.
- Knowledge of social service (QA) Quality Assurance standards including HUD standards.
- Possess valid California driver's license and access to a properly registered vehicle.

Experience and Skills:

- Bachelor's Degree or equivalent experience in related fields required. Significant knowledge and/or experience with data and outcomes reporting or similar relevant training / background may be considered in lieu of degree.
- Experience with data entry and outcomes reporting desired.
- HMIS Experience a plus
- Experience working with relational database systems.
- Experience in a social service setting is desirable.
- Experience conducting audits of social service charts/documentation desired.

How To Apply:

Research shows that members of underrepresented groups often apply to jobs only if they meet 100% of the qualifications. Friends In Deed recognizes very few individuals ever meet 100% of the qualifications for any given role; therefore, we encourage candidates with some or most of the qualifications to apply.

Please send a resume and cover letter to Tish Inong at tishi@friendsindeedpas.org

Application Deadline:

Friday, February 28, 2025

Anticipated Start Date:

March 2025

Friends In Deed is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion. We embrace and celebrate the spectrum of our

employees'/volunteers'/clients' age, color, ability or disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, neurodiversity, and other characteristics that make our employees/volunteers/clients unique.