



Volunteers of America®
Illinois

POSITION DESCRIPTION

DATA SYSTEMS SPECIALIST

Summary of Position: Reporting directly to the Data Manager, the Data Systems Specialist plays a pivotal role in supporting the Veteran Services Program, particularly aiding low to no-income Veterans and their families. This role is entrusted with dual data entry tasks, ensuring data quality, and maintaining robust data tracking systems for all crucial data elements. Furthermore, the specialist provides essential support to the IT director and offers assistance in analyzing data, while also contributing insightful reports of analysis.

Position Type: Full-Time Position

Essential Functions: For successful performance in this role, the individual must effectively execute each function appropriately. The functions outlined below are representative of the knowledge, skills and/or ability required for the position. Reasonable accommodations may be extended to individuals with disabilities to facilitate the execution of the essential functions.

- *Data Entry and Quality Support:* Conduct data entry tasks, ensuring the accuracy and integrity of the data. Address and rectify missing or incorrect data points.
- *System Quality Control:* Implement and oversee quality control measures tailored to the agency's data management system to ensure robust and accurate data capture.
- *Data Analysis:* Provide crucial insights by analyzing data elements, specifically helping in examining SSVF data, and present findings to the Veterans Services teams and leadership as deemed necessary.
- *Collaboration with Data Manager:* Work in tandem with the Data Manager to seamlessly integrate data quality processes and data entry protocols into the overarching service delivery framework.
- *IT Support:* Assist with the IT Director and the broader IT Department to provide foundational support, ensuring streamlined technical operations and addressing departmental needs across the organization.
- *Training and Development:* Designs and implements data entry training modules for both new and tenured staff, ensuring uniformity and expertise in data management. Additionally, take responsibility for updating forms within the organization's data systems as required.
- *Reports and QA:* Aid the Quality Assurance team in compiling data and generating integral reports such as the organization's Utilization Report and Impact Dashboard.
- *Representation:* Act as an ambassador for the agency, its programs, and its beneficiaries during activities, including but not limited to, monthly data team meetings in collaboration with the City of Chicago Continuum of Care.

Other Duties:

As assigned by the Data Manager.

Work Environment: Generally, this position operates in a professional office environment; however, this position may require some travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM; however, workday evening hours, holidays, and weekend may be required. After six months, this position is eligible to operate in a hybrid setting, requiring

a minimum of three days in the office each week. The role blends both professional office duties and remote tasks. There may be occasional requirements to travel to satellite locations, using a personal vehicle or alternative transportation methods.

Physical Demands: The role may entail certain physical demands essential to its functions, such as the ability to move around satellite locations and transport equipment. Accommodations can be considered upon request to ensure these demands align with the individual's capabilities.

Qualifications:

- Outstanding communication skills complemented by meticulous attention to detail.
- Proficient writing, problem-solving, and organizational abilities.
- Advanced expertise in Microsoft Office, especially in spreadsheets, database management, and reporting tools.
- Knowledge and experience with database systems, SQL, and robust data management practices.
- Familiarity or a keen interest in learning the HMIS/Service Point database.
- Experience or willingness to learn Python for data processing and analysis.
- Understanding or eagerness to delve into EHR (Electronic Health Records) systems.

Education and Experience:

- Minimum qualification of a high school diploma or its equivalent with 4 years of relevant experience, or a bachelor's degree.
- Prior experience in data entry, tracking, analysis, and reporting is essential.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Nothing in this job description restricts management's right to assign to or reassign duties and responsibilities from this job at any time. This job description is subject to change at any time.

Employee's signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.