



POSITION TITLE:	Database Specialist
REPORTS TO:	Director of Essential Services
FLSA STATUS:	Exempt
JOB TYPE:	Full-Time -Hybrid
SALARY:	\$70,000-\$90,000k

POSITION SUMMARY: The Database Specialist plays a critical role in ensuring the integrity, accuracy, and strategic use of organizational data across all programs. This position serves as the organization's subject matter expert for the Homeless Management Information System (HMIS) while supporting reporting and analysis from the Electronic Health Record (EHR) system. The Database Specialist partners with program leadership to transform data into meaningful information that drives program performance, demonstrates client outcomes, supports grant compliance, and advances the organization's mission of ending homelessness.

This position is responsible for configuring, testing, and maintaining integrations between business applications, training employees on HMIS, monitoring data quality, creating and maintaining HMIS projects in collaboration with the County HMIS Lead, producing executive-level reports, supporting grant reporting requirements, assisting with HMIS user administration, supporting and providing analytical support to managers across all departments.

The Database Specialist reports to the Director of Essential Services and works closely with executive leadership, Program Managers, Case Management teams, Finance, Development, and external HMIS partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES

HMIS Administration

- Serve as the organization's HMIS subject matter expert.
- Coordinate with the County HMIS Lead to establish and modify HMIS projects, programs, workflows, and data collection requirements.
- Maintain organizational HMIS compliance with HUD, State of California, and Continuum of Care standards.
- Manage HMIS user accounts, including requesting new licenses, modifying permissions, and deactivating former employee accounts within one (1) day of separation.
- Coordinate onboarding for new HMIS users.
- Monitor system updates and communicate changes affecting organizational operations.
- Assist leadership in implementing HMIS best practices.

Employee Training and Technical Support

- Develop and deliver HMIS training to 100% of new employees and maintain inventory log for system access
- Provide refresher trainings and ongoing coaching to improve documentation quality.
- Serve as the first point of contact for HMIS questions and troubleshooting.
- Support managers in understanding documentation requirements and data quality expectations.
- Partner with supervisors to improve staff performance related to documentation accuracy.

Data Reporting and Analytics

- Produce recurring monthly, quarterly, annual, and ad hoc reports for executive leadership.
- Analyze client outcomes, program performance, utilization trends, and operational metrics.
- Develop dashboards and visual reports that communicate performance in an easy-to-understand format.
- Identify trends, gaps, and opportunities for program improvement.
- Present findings and recommendations to senior leadership.
- Collaborate with departments to develop meaningful performance indicators.
- Ensure leadership receives timely reports to support strategic decision-making.

Reporting

- Prepare and maintain 98% or greater accuracy on all executive reports for federal, state, county, foundation, and private grants.
- Deliver quality reports within organizational deadlines
- Complete ad hoc management reports within two (2) business days when feasible, or within mutually agreed timelines for complex requests.
- Validate data prior to submission to ensure compliance with grant requirements.
- Collaborate with the Development and Finance teams regarding grant reporting deadlines.
- Maintain documentation supporting reported outcomes.
- Assist with audits and monitoring visits related to HMIS or program performance.

Data Quality and Compliance

- Conduct routine data quality reviews.
- Monitor completeness, accuracy, and timeliness of documentation.
- Identify data discrepancies and coordinate corrective action with managers.
- Develop quality assurance processes to improve organizational performance.
- Ensure compliance with HUD HMIS Data Standards, Continuum of Care requirements, and organizational policies.
- Protect confidential client information in accordance with HIPAA, HMIS security standards, agency standards, and applicable privacy laws.

Cross-Departmental Support

- Respond to requests from Program Managers and Directors for department-specific reporting.
- Assist leadership in developing performance metrics for new programs.
- Support executive initiatives requiring organizational data analysis.
- Participate in strategic planning by providing data-driven recommendations.
- Collaborate across departments to improve organizational effectiveness through data.

Electronic Health Record (EHR) Data Support

- Partner with the Director of Essential Services to analyze clinical and service delivery data from the organization's Electronic Health Record system.
- Develop reports demonstrating client engagement, service utilization, healthcare outcomes, and program effectiveness.
- Assist leadership in understanding healthcare-related performance indicators.
- Identify opportunities to improve documentation and reporting workflows.
- Support data reporting related to CalAIM, Enhanced Care Management (ECM), Community Supports (CS), and other healthcare initiatives as applicable.

WHAT YOU BRING

Education

Bachelor's degree in:

- Information Systems
- Data Analytics
- Computer Science
- Public Administration
- Health Information Management
- Social Sciences with significant data management experience

Equivalent combination of education and experience may be considered.

Experience

- Three (3) years of experience managing databases and system integration.
- Two (2) years of experience using HMIS or another human services database.
- Experience producing reports for executive leadership.
- Experience training adult learners.
- Experience analyzing data and presenting findings.
- Experience with grant reporting preferred.
- Experience in nonprofit, homeless services, healthcare, behavioral health, or social services strongly preferred.

Preferred Qualifications

- HMIS administration experience.
- Knowledge of HUD HMIS Data Standards.
- Experience with California homeless service systems.
- Experience with Electronic Health Records (EHR).
- Familiarity with CalAIM, Enhanced Care Management (ECM), Community Supports (CS), and Medi-Cal documentation.
- Advanced Microsoft Excel skills.
- Experience creating dashboards and data visualizations.
- SQL, Power BI, Tableau, or similar reporting software experience preferred.

Knowledge, Skills, and Abilities

- Strong analytical and critical thinking skills.
- Excellent attention to detail.

- Ability to interpret complex data.
- Strong presentation and communication skills.
- Ability to explain technical concepts to non-technical staff.
- Excellent organizational and project management skills.
- Strong problem-solving abilities.
- Ability to manage multiple competing priorities.
- Commitment to confidentiality and ethical data management.
- Customer-service mindset with a collaborative approach.
- Ability to work independently while supporting multiple departments.

Working Conditions

- This position operates in a hybrid work environment that combines in-office collaboration with remote work based on organizational needs and supervisor approval. The Database Specialist is expected to maintain a regular presence at the agency's administrative offices to provide hands-on support, staff training, cross-department collaboration, and participation in meetings, while completing data analysis, reporting, system configuration, and documentation remotely when appropriate.
- The Database Specialist must be able to work independently with minimal supervision while effectively managing multiple priorities, meeting reporting deadlines, and maintaining a high degree of accuracy and confidentiality. Reliable high-speed internet access, a secure and distraction-free home workspace, and the ability to participate in virtual meetings are required for remote work.
- The position requires prolonged periods of sitting, frequent use of a computer, keyboard, and multiple software applications, and the ability to occasionally lift and transport training materials or equipment weighing up to 20 pounds. Periodic travel between agency locations, county meetings, or partner sites may be required to support training, implementation, or collaborative projects.
- All work performed remotely must comply with agency policies regarding confidentiality, data security, HIPAA, HMIS privacy and security standards, and all applicable federal, state, and local regulations governing protected client information.

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Vision Insurance
- Paid time off

SMCS is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive workplace that values and respects all individuals. Employment decisions are based on merit, qualifications, and business needs, without regard to race, color, religion, creed, national origin, ancestry, age, disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, sexual orientation, military or veteran status, or any other status protected by applicable federal, state, or local laws.