



JOB DESCRIPTION

Job Title: Database Systems Coordinator
Reports To: Associate Director – Economic Development
Classification: Full Time / Exempt
Schedule: Monday through Friday / 8 am to 5 pm (Some weekends and evenings)
Salary Range: \$45,000-\$48,000 per year
Date Updated: July 2017

About Hispanic Unity of Florida

Founded in 1982 as a haven for immigrants and refugees, HUF has grown to serve diverse and multi-cultural working families from the United States as well as more than 25 other countries. We provide a range of wrap-around services to help more than 17,000 clients of all ages, from preschoolers to adults, successfully transition to a productive new life. HUF offers 12 programs and services in four languages - English, Spanish, Haitian Creole and Sign Language. Hispanic Unity of Florida is proud and grateful to be South Florida's "Ellis Island" for new immigrants arriving in South Florida.

Position Summary

Efforts to Outcomes™ (ETO) is a comprehensive case management and data collection system that serves as the Center for Working Families' primary database tool as part of our integrated program approach. The Database Systems Coordinator (DSC) is responsible for ETO administration, reporting, training and user support to ensure the proper use of ETO by the staff. Ensuring timely and complete collection of client data, as well as enabling generation of accurate status and progress reports on a regular and ad hoc basis. The DSC also provides key technical administration and expertise in development and use of ETO and other database system like Service & Activities Management Information System (SAMIS) as required to track performance measures and progress of clients. This position reports to the Economic Development Management and is a member of the Economic Development Department. There are no direct staff reports to this position.

The incumbent works closely with a diverse group of staff members and stakeholders – and maintains dialogue on a daily/weekly/monthly/quarterly basis to improve the data collection through the program(s).

Duties & Responsibilities

The Database Systems Coordinator (DSC) is the key technical resource supporting ETO and other database set up, administration, training, functionality, data quality and reporting. Key duties and responsibilities include:

Administration & Training

- Design, develop, and modify ETO and other database systems in response to user needs, research and reporting requirements
- In consultation with EDD, HUF management and stakeholders develop and implement data administration policies, technical standards, and data models, including documentation of data requirements, data collection and administration policy, and access rules; this includes development of and implementation of manuals, training documents and training sessions
- Train and assist CWF Staff and other program(s) setup, implementation, and use of ETO and other database systems for data management and reporting.
- Perform tasks related to administration and coordinating access to ETO and other database systems, including management of user accounts, licenses, and permissions
- Establish, amend and manage user accounts and gateway portals, ensuring that each account has the appropriate level of access in the software
- Ensure system security and confidentiality is maintained for data integrity

Reporting

- Develop and implement database structures, relationships, queries, reports, and other elements for effective, timely, and reliable utilization of information from ETO and other databases for use by management, stakeholders and staff
- Create and maintain regular and ad hoc reporting
- This includes report creation, modification, production, and submission to required stakeholders, including government, funders, agencies, management, support services staff, and others as required
- Ensure reports are accurate, timely and provide data required for information generation, analysis and research
- Provide narrative or briefing summaries on ETO and database reports, projects and related issues as required and requested

Functionality and Data Quality

- Conduct regular audits of the structure of ETO and other database systems, including reporting on strengths and weaknesses and providing recommendations for continual improvement of data management
- Ensure quality and reliability of all data collection, management, and reporting procedures and tools
- Regularly update and cleaning of database as required
- Work collaboratively with program staff and management to ensure correct, complete and timely data collection
- Proactively and in response to user feedback, continually design and refine database systems, structures, and procedures to ensure optimal usability and reliability

- Enable, disable and utilize new and enhanced functionalities of the ETO and other databases to improve data collection and reporting.
- Provide training and communication on new or changed features to user staff as required.

Technical Knowledge & Expertise

- Maintain appropriate certifications, continuing education and knowledge base to ensure expertise and proficiency in use of ETO and other database systems
- Facilitate regular meetings with ETO and other database users to ensure alignment of database structures, data policy, and tools with requirements for service delivery, contract management and reporting, research, and program evaluation
- Work with Social Solutions Inc. and other database providers to address problems in a timely manner and ensure database integrity and reliability
- Stay connected to the ETO community through publications, meetings and on-line resources to maintain knowledge about ETO features and functionalities, as well as, concepts driving the development of ETO.

Other Duties

- Attend meetings with stakeholders, funders and others as required
- Provide support to management and departmental staff and preparing reports
- Perform other tasks as appropriate

Education & Experience

- Bachelor's Degree in computer science, information technology, Business, Management or related discipline that has a significant database management and administration component
- Minimum 2-3 years related experience in developing and administering database systems, with user interface and reporting responsibilities.
- Previous work and certification with Efforts to Outcomes software is preferred
- Equivalencies in formal education and experience will be considered
- Experience with basic statistical and qualitative analytic methods is an asset
- Prior work in the not for profit, social/human services or related industry is preferred

Knowledge, Skills and Abilities

- Advanced knowledge of data management systems, including Efforts to Outcomes™ or other related case management system platforms
- High proficiency with MS Office (Word, Excel, PowerPoint, Access, Outlook) with demonstrated ability to quickly learn new software and web-based applications
- Technical expertise regarding data models and database design development
- Knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks) is an asset
- Knowledge of statistics and experience using statistical packages for analyzing large datasets (Excel, SPSS, SAS etc) is an asset
- Analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy a must
- Ability to learn quickly, think logically, and understand abstract relationships

- Excellent communication and interpersonal skills, and ability to train and support end-users
- Exceptional report writing and presentation skills, including data visualization/presentation
- Proven time management and organization skills
- Exceptionally strong written and verbal communication skills
- Must pass level 2 background check

Miscellaneous:

- Be available to work evening and weekend hours depending on the site schedule.
- Must have a valid driver's license and appropriate insurance or be able to secure a valid Florida driver's license/insurance at the time of employment for this position.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and clearly understand my responsibilities as the Database Systems Coordinator.

Hispanic Unity of Florida, Inc.

Employee Signature _____ Date: _____

Employee Print Name _____

Associate Director – Economic Development

Signature _____ Date: _____

“This job description is not an employment agreement or contract. Management reserves the right to amend this job description at any given time without prior notice”