



**Position:** Provider Engagement and Training Specialist

**Status:** Exempt/Fulltime

**Reports to:** Provider Engagement and Training Manager

**Location:** Remote – Applicant must reside in the Metro Denver Area

**Job Posting Closes:** April 26, 2024

**Interview Process:** For candidates who move forward in the process, there will be one 15-minute initial phone screen followed by two rounds of panel interviews with members of the MDHI team. Interview questions will be provided to candidates ahead of time.

### **Overview:**

Join the work to end homelessness in Metro Denver! The Metro Denver Homeless Initiative (MDHI) is a nonprofit organization with over 20 years of leadership in addressing homelessness in the seven-county region. MDHI is an organization that values diversity and we encourage people from all backgrounds to join our team. As an employer we are committed to ensuring equity is applied to all employment policies, procedures, and decisions. This is consistent with the MDHI's goal of achieving and ensuring diversity in the workplace and equity within the Metro Denver Continuum of Care.

MDHI is also a remote work environment. While we do maintain a small office in downtown Denver, the majority of our work happens remotely. Some of our positions are located remotely in Denver due to meeting with partners in real life as needed, while others can be located anywhere in the U.S. Part of our culture is the ability for staff to operate effectively in a remote environment. We recognize remote work is not for everyone and encourage applicants to consider the work environment in which they operate best.

Additionally, MDHI is a system's level organization that is swiftly changing, adapting, and growing to meet the needs of those experiencing homelessness in our region. While these are the needs of our organization currently for this role, part of our DNA is the ability to shift as systems evolve and change. Becoming part of this work requires a growth mindset and a high comfort level with change and duties outside the scope of any job description.

Lastly, all roles within MDHI are grant funded positions. This means they are contingent on the continued support of funding from our partners.

### **Success/Impact Statement:**

The Provider Engagement and Training Specialist is the first point of contact for new agencies interested in joining the Homeless Management Information System (HMIS) database. Additionally, this role supports the ongoing development of training and education materials, including the development of new and maintenance of existing training materials, in both an asynchronous and synchronous environment. The Provider Engagement and Training Specialist plays a key role in program performance monitoring, systems level monitoring, and continuous quality improvement and is responsible for providing support, troubleshooting issues and customer service as it relates to the HMIS.

### **As a Provider Engagement and Training Specialist, you will:**

- Provide HMIS assistance and support to individual users on an as-needed basis: support project onboarding, set-up and management, and training. This includes connecting with prospective agencies not yet using HMIS and identifying business needs.
- Create, update, and maintain HMIS Standard Operating Procedures and documentation related to training, changes in standards and tracking end user utilization.
- Ensure that the partner agencies and programs comply with all U.S. Department of Housing and Urban Development (HUD) HMIS and other Federal Partner standards through annual site visits (virtual or in

person) in the designated region. This includes helping to gather information needed for the submission of the Housing Inventory Count as well as reviewing data quality.

- Utilize the ticket system to track, categorize, assign, respond, and coordinate issue resolution for all incoming tickets.
- Continuously expand knowledge of HMIS, data standards and business processes to be able to address user inquiries at initial point of contact.
- Make process improvement suggestions to existing and new projects to enhance HMIS functions for their agency needs.
- Provide ongoing training and support to internal and external system users, including conducting presentations and webinars, developing agendas and content tailored to user group, etc.
- Assist with the development and delivery of HMIS trainings for the Metro Denver region.
- Other duties as assigned.

**Required Experience that Drives Success in this Role:**

- A minimum of three years of related professional work experience
- Background in asynchronous and synchronous virtual instruction with adult learners
- Experience with Learning Management Software platforms, Talent LMS preferred
- Strong professional written and verbal communication skills with the ability to interact effectively at all levels.

**What Makes You Stand Out:**

- Demonstrated customer service excellence and responsiveness to internal and external customers.
- Experience utilizing E-learning development software (iSpring, Articulate 360, Captivate, etc)
- Knowledge and experience with HUD-funded programs and/or Continuum of Cares
- High level of comfort with learning, building, and applying new skills in technical areas; technical aptitude.
- Familiarity with HMIS or homeless programs databases
- Commitment to data-driven decision-making and continuous improvement
- Excellent interpersonal skills
- Ability to collaborate with several, diverse external partners and communicate complex information
- Thrive in a fast-paced environment with a positive attitude
- Quick learner with attention to detail, timeliness, and ability to organize and manage multiple tasks simultaneously, prioritizing appropriately.
- Reliable, self-motivated, and able to work independently, while meeting commitments and
- Lived experience/expertise of homelessness or housing instability.
- Proven ability to maintain confidential and sensitive information.
- Ability to be innovative and creative in solving problems and work logically when troubleshooting and resolving issues.
- Familiarity with the Microsoft Office Suite including Teams, Outlook, Excel (as related to the position), Power Point, etc.

**You Will Love This Position If You:**

- Enjoy working with a diverse team representing various disciplines and levels of experience.
- Seek to understand the systemic causes of homelessness through a DEI (Diversity, Equity, and Inclusion) and Anti-Racist lens.
- Name teamwork and collaboration as an important personal and group work value
- Appreciate strategic thinking and working towards shared goals that have been collaboratively developed.
- Honor process (how you do things) as much as what you do or produce.
- Value collective approaches rooted in empathy.

- Operate effectively in a virtual environment including the ability to work independently, manage multiple projects, and adapt to frequent changes in work volume.
- Enjoy collaborative technology like Microsoft Teams, Slack, etc.

**Benefits:**

- MDHI offers an excellent benefit package, including:
- Employer paid health medical, dental, and vision insurance at 100% for basic employee-only plans.
- Employee Assistance Program (EAP)
- Generous paid time off, including holidays, employee birthday, and organizational shut down between Christmas and New Year's Day
- Parental leave
- Life insurance and short-term disability plans are available.
- 403(b) retirement plan
- A flexible work environment, including remote work within the Denver metro area.

**Salary:**

The starting salary for this position is: \$55,000-\$66,000.

MDHI is committed to pay equity and transparency. Candidates should expect to begin within the stated pay range based on their qualifications for the position. In rare instances, candidates with experience well beyond the stated minimum may be eligible for higher tier placement. We refrain from salary negotiations as research indicates it can disproportionately impact applicants identifying as Black, Indigenous, People of Color (BIPOC), women, and other marginalized identities. To ensure that we are meeting our target of universal pay equity, we evaluate all compensation decisions annually to ensure that there is no impact to pay equity across our employee base.

**Interested candidates should submit a cover letter and resume to: [careers@mdhi.org](mailto:careers@mdhi.org).**

We welcome you to inform MDHI confidentially if you require any special accommodation to participate fully in our job application process.

The Metro Denver Homeless Initiative (MDHI) is a 501(c)(3) that serves as the Continuum-of Care for over 150 local agencies, faith-based organizations, and government programs in the seven-county metropolitan Denver community and is committed to leading and advancing collaboration to end homelessness in the region. MDHI and its Board of Directors are committed to building and maintaining a diverse membership and leadership to better represent the communities we serve.