



DATA SYSTEMS COORDINATOR

DOORWAYS is an interfaith non-profit organization, which provides housing and related supportive services to improve quality of life and health outcomes for people affected by HIV/AIDS and their families, who are at the intersection of poverty, homelessness, and chronic illness. New medications have helped stabilize our clients' health, allowing them to focus on building their lives for the future.

As a trusted resource and recognized leader in the field, since 2018, the organization has been transforming. Our efforts will culminate in a fall 2022 open of a new three acre campus near Jefferson Avenue and MLK Drive. New programs are being implemented and current programs redesigned and expanded.

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally known interfaith non-profit, empowers clients to overcome poverty, HIV/AIDS, and homelessness by providing numerous social services that improve Housing, Health, and Hope. Entering its 35th year, DOORWAYS has progressed to a multi-million dollar agency that assists over 3,500 clients annually.

WHAT YOU RECEIVE:

The chance to work in a diverse and employee-centered environment with a staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that offers many competitive benefits: health insurance (including medical, dental, vision, life, and short/long-term disability coverage), tuition reimbursement, flexible scheduling, two Employee Assistance Programs (EAP), a 403(b) retirement plan, a flexible spending account, a health reimbursement agreement, paid parental leave, personal time off (PTO), and mileage reimbursement. DOORWAYS offers countless training opportunities throughout the year, and we always make time for team-building/fun.

JOB SUMMARY:

Employment Status:

Full-Time / Hourly (40 hours / week)

Supervision:

Reports to the Data Systems Administrator

MAJOR DUTIES and RESPONSIBILITIES

- Accurately record data in CaseWorthy, ServicePoint, and SCOUT data systems; data includes but is not limited to housing and food pantry services rendered, associated payments and payment sources, referrals and status updates, and client demographics.
 - Foster data quality and completeness by assisting team members with locating missing information and correcting inaccurate/duplicative records.
 - Interpret existing data, entered by Program Staff into CaseWorthy, and transfer it into other data systems as required by grant funders; combine these client level data across systems to support the Comprehensive Flex Housing (CFH) team to best assist clients.
 - Maximize DOORWAYS' participation in St. Louis Continuum of Care Coordinated Entry by managing Prioritization List entries and attending weekly Coordinated Entry Housing Match meetings.
 - Become the point-person for the St. Louis City Coordinated Entry Housing Prioritization List within DOORWAYS, communicating across all programs about leads for program candidates.
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- Generate weekly and monthly reporting / invoicing for CFH and Food Pantry programs out of both CaseWorthy and ServicePoint.
- Create reporting tools (dashboards, queries, etc.) to aid in visualization of CFH program data for analysis.
- Assist Agency with further development of CaseWorthy system and prepare data collection processes for anticipated organizational growth.
- Perform post-program exit follow ups with CFH clients as needed by CFH Care Coordinators.
- All other duties and special projects as assigned by supervisor.

REQUIRED SKILLS and ABILITIES

- Applicant must have strong attention to detail and communicate well.
- Applicant must be comfortable with interpreting data and transferring data between multiple data systems.
- Collaborative working style and ability to work well with all staff.
- Fast learner who is challenged by learning new things and seeks to update processes.
- Ability to work independently and engage supervisor as needed.
- Highly organized, ability to manage multiple responsibilities with tight deadlines and handle full workload to meet proposed deadlines.
- Flexibility and creativity in delivering objectives, ability to adapt and adjust to changing priorities.

WORKING CONDITIONS

The Coordinator will require significant time training with their supervisor, which would take place during standard business hours (8:30a-5p). Once the probationary period is complete, their hours will be at their discretion but must be approved in advance by the Supervisor.

EDUCATION, EXPERIENCE, and ABILITIES

Minimum:

- High school diploma or equivalent.
- Significant STEM-related experience, training, or classwork will also be considered.
- Experience in data entry.
- Computer and internet savvy.

Desired:

- Experience working in ServicePoint or SCOUT data systems.
- Experience working with HIPAA and confidential Personally Identifiable Information.
- Bachelor's degree in information technology, computer science, quantitative, scientific, or STEM and/or business-related field preferred.

SPECIFIC REQUIREMENTS

- Excellent knowledge of word processing tools and spreadsheets (MS Office Word, Excel, etc.)
 - Basic understanding of relational databases.
 - Must be able to read, write and speak the English language.
 - Must be able to follow written and oral instructions.
 - Must have a positive attitude on a daily basis and work well with diverse populations.
 - Ability to maintain strict confidentiality and build professional relationships with staff.
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PHYSICAL REQUIREMENTS

- The Data Systems Coordinator will do a large part of their work sitting or standing at a computer, and must be able to spend extended periods of time typing and reading at a computer.
- The Coordinator may need to lift, push, or pull items up to 25 pounds during their workday.

This job description in no way states or implies that these are the only duties the Data Systems Coordinator will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression or sexual orientation.