

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HOUSING SERVICES DIVISION – SOCIAL HOUSING SECTION – LOCATION - 350 KING ST. E., SUITE 110)

IHS SPECIALIST - CUPE 5167

SUMMARY OF DUTIES:

Reporting to the Senior Project Manager – Integrated Housing Software, the Integrated Housing Software (IHS) Specialist supports and is accountable for both data entry and documentation of applications entered into IHS, and eligibility decisions made by staff within the Access to Housing Division and Community Housing Providers. In consultation with Manager, and Senior Project Manager the IHS Specialist reviews data to ensure integrity and provides training and support to users. The IHS Specialist also supports the ongoing development of the Integrated Housing System database by testing the functionality of both new releases and modules upgrades prior to release.

GENERAL DUTIES

Assumes overall responsibility for the accuracy of data entry (adherence to business rules and processes) and documentation eligibility decisions and offers of housing made through the Integrated Housing Software (IHS) system.

Ensure the IHS system and eligibility determination processes are consistent with the *Housing Services Act, 2011*.

Liaises with the Manager, Senior Project Manager and Supervisor to understand their needs for service delivery statistics and service level trending. Designs, tests, runs, analyses, and interprets program reports. Executes and interprets pre-formatted management reports through IHS.

Works with the Manager and Senior Project Manager to provide orientation and ongoing training to Housing Services staff and Community Housing Provider staff to develop core competencies in use of the IHS application.

Maintains the HCD IHS Training and Testing Databases in Hamilton by ensuring the Hamilton databases are current. Tests the training environment prior to sessions to ensure users participating in the training will have a “hands on” training experience.

Updates IHS Training materials for Housing Services and Community Housing Provider Staff and provides IHS users with written summaries of IHS Release Updates so that they are aware of new features of the software upgrades.

Identifies data entry/service documentation errors of Housing Services Clerks and Community Housing Provider staff. Works effectively with staff to correct data entry errors, record missing information and ensures adherence to Business rules and processes.

Monitors quality of data/documentation within IHS by developing an audit system and completing audits of client files. Reviews records for accuracy and completeness.

Develops, and executes system test plans including development of test use cases in collaboration with the Senior Project Manager and System Developer.

Participate in the testing and development of new IHS modules under the direction of the Senior Project Manager. Conducts Pre- Testing of IHS application upgrades and new modules to identify “bugs” and system deficiencies in the new releases prior to going live. Provides comprehensive feedback to the Senior Project Manager and Vendor with findings.

Prepares development and implementation work plans and manages time and processes to achieve stated goals, deliverables, and timelines.

Documents issues/problems in relevant logs; participates in review of such issue/problem logs and in the identification of potential resolutions.

Assists with design and implementation of development workflows and change management processes.

Works collaboratively with members of the IT and other business units as required.

Provides the first point of contact, technical support for software to all users of the IHS with accurate and timely responses to issues, requests and inquiries.

Data gathering, cleansing and validation for preparation of new modules and system upgrades.

Ensures adherence to City of Hamilton's Records Retention policy. Follows a multi-step process to ensure the I.H.S. and City of Hamilton storage processes are accurately recorded and completed correctly.

Coordinates the delivery of the Social Housing Review Panel in consultation with the Manager of Social Housing. This includes responding to inquiries, scheduling panels, ensuring decisions are documented appropriately and training panel members.

Supports staff with mid-year and annual renewal processes.

Co-ordinates the process of upgrade and new development releases with Senior Project Manager, Vendor and, as needed, City of Hamilton IT support.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational health and safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous experience in the routine operation of a business office.
2. Demonstrated advanced knowledge and practical experience in database software and user support.
3. Must possess advanced computer skills including proficiency in Microsoft Office including Outlook, Word and Excel, and database platforms including report generation and analysis; experience in IHS strongly preferred.
4. Must have excellent problem-solving skills to identify and correct root causes of data errors and inconsistencies of statistical reports.
5. Must have a high degree of expertise in data entry processes and the ability to monitor IHS data entry/documentation of service provision in order to maintain a high degree of quality control.
6. Strong knowledge of Continuous Quality Improvement cycles and proven ability to identify quality control issues and make recommendations to program managers that will correct errors and ensure high quality data within the system.
7. Through knowledge of Housing Services Act, 2011 and internal housing policies gained through a combination of education and direct work-related experience.

8. Must have excellent interpersonal and communication skills that are required to work effectively with staff and Housing Providers both individually and in training settings.
9. Must understand and adhere to applicable parameters of MFIPPA.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
