



End Homelessness Winnipeg is an Indigenous mandated, collective impact organization that is committed to ending homelessness in Winnipeg.

End Homelessness Winnipeg is guided by the Truth & Reconciliation Report and its Calls to Action.

Self-identifying as Indigenous or having first-hand knowledge or experience working with Indigenous communities will be considered an asset.

Job Posting HIFIS Stakeholder Relations and Support

Under the guidance and direction of and in consultation and collaboration with the Senior Director Housing Supports and the Manager, HIFIS (Manager), the Homeless Individuals and Families Information System (HIFIS) Stakeholder Relations and Support is responsible for providing support and training for organizational staff using HIFIS in conjunction with the HIFIS Team; relationship-building with leadership at homeless-serving organizations, and working collaboratively with multiple stakeholders; ensuring a standardized process of entering information/data in HIFIS is adhered to; ensuring end-users understand and adhere to confidentiality of information entered into HIFIS.

KEY DUTIES & RESPONSIBILITIES

Stakeholder Relations

- Engage and build relationships with HIFIS agencies and end users to develop rapport and understanding of the HIFIS platform and capabilities
- Work with internal, external, and community stakeholders to expand the use of HIFIS

End-User Support

- Develop and provide training on standardized data entry procedures to ensure data integrity
- Responding, triaging, documenting and escalating end-user support requests

Administration

- Coordinating and scheduling meetings between stakeholders and the HIFIS Team
- Administrative support in the maintenance of standard operating procedures, policies, communication, and reporting for HIFIS Shared Services committees and working groups, the HIFIS Team, and the Manager for optimal HIFIS operations

Information & Reports

- In collaboration with the HIFIS Team, assist participating agencies and partner organizations in identifying information and reporting requirements and translating these requirements into standardized report development templates
- Collaborate with and support end-users to gather report requirements and ensure proper quality, testing, and validation

Client Information, Records & Privacy

- Under the general direction of the Manager, HIFIS, support requirements under PHIA and ensure any other provincial or federal legislation is met
- Ensure all agencies and end users are aware of the various legislation and are trained in the requirements to ensure compliance with the legislation

You are passionate about ending homelessness and have an in-depth understanding of homelessness and housing, as well as the needs of particularly vulnerable and over-represented populations and the issues affecting many homeless and low-income people. You also possess the following qualifications or an equivalent combination of education and related experience:

- Post-secondary degree/diploma in Community Relations, Information Management, and or a related discipline preferred
- Working knowledge of databases, data extraction, reporting software, and analysis; familiarity with data and advanced use of spreadsheets (Excel or similar)
- A minimum of 3 years of experience and ability to manage external relationships (community member and stakeholders) and ability to communicate effectively with target audience
- Ability to develop an understanding of organizational needs to support organizations in meeting their reporting obligations
- Basic project management and scheduling skills
- Ability to communicate effectively with technical and non-technical users, and respond to requests, both verbally and written, to ensure they get the information they require
- Report writing; critical, creative, and constructive thinking; analysis; problem solving; and decision making
- Excellent computer skills (MS Office – Word, Excel, PowerPoint, Outlook) for use in documentation, research, communications and presentations
- Excellent interpersonal and organizational skills
- Self-motivated with an ability to work independently and within an extended team structure
- Conflict resolution skills

As End Homelessness Winnipeg is committed to reconciliation and the inclusion of an Indigenous world view, experience with the practice of Indigenous culture, history, knowledge systems, and Indigenous community relationship building practices and protocols is required.

Salary range: \$52,461 to \$60,816 depending on qualifications and experience. This full-time permanent position is unionized under MGEU Local 439.

Please forward cover letter and résumé, including the position you are applying for directly to: careers@endhomelessnesswinnipeg.ca **This position is open until filled.**

As an Indigenous organization, preference will be given to Indigenous (First Nations, Métis, Inuit) candidates meeting the position requirements. All Indigenous applicants are asked to self-declare within their cover letter. We thank all applicants for their interest, but only those selected for an interview will be contacted.