



Position Title	Organizational Systems Coordinator Intern
Organization	Havenwood
Department	
Address	808 N Main Street, Bentonville, AR 72712
Supervisor Name	Debbie Martin
Supervisor Contact	<a href="mailto:debbie@nwahavenwood.org">debbie@nwahavenwood.org</a> 479-273-1060

**TERMS OF EMPLOYMENT**

- A. BACKGROUND CHECKS: This position requires the following background checks.
  - a. Federal criminal background check prior to hire

**B. ELIGIBILITY**

- a. Be a currently enrolled, undergraduate student who will be returning to college as a full-time (12 credit hours) sophomore, junior or senior in the fall of 2020.
- b. Submit written enrollment verification from their college or university confirming the student’s enrollment status to the United Way of Northwest Arkansas

**C. WORK SCHEDULE & CONDITIONS**

- a. This is a temporary full time (35 hours per week) position.
- b. Normal work hours are Monday – Friday 8:00 am – 5:00 pm business hours, but may require occasional evenings or weekends. The intern will be required to attend weekly case conferencing meetings, which are held on Wednesday afternoons.
- c. This position is not eligible for sick, vacation, and holiday leave during employment.
- d. Physical Conditions: (see Qualifications)

**D. BENEFITS**

- a. Salary - The individual shall receive a \$3,200 salary distributed bi-weekly in equal amounts for the duration of employment.
- b. Onsite supervision for all interns
- c. Work-related mileage reimbursement
- d. Professional Development – The United Way of Northwest Arkansas will provide an in-person orientation and three professional development opportunities to the employee. Havenwood will also provide professional development training opportunities through attendance at weekly staff meetings. There will also be opportunities to participate in Community-wide trainings through the Northwest Arkansas Continuum of Care, CoC Member organizations, and other community partner organizations.

**E. EVALUATIONS**



The employee will receive an evaluation of their performance at the end of their employment from their direct supervisor. The evaluation also includes a self-evaluation and program evaluation.

## RESPONSIBILITIES

### A. POSITION PURPOSE

The position of Capacity Building/Systems Intern will be utilized as a collaborative partner between Havenwood, Inc. (lead agency of the Coordinated Entry committee) and the Northwest Arkansas Continuum of Care. As both agencies analyze data specifically in terms of program and community data surrounding those who are experiencing homelessness in NWA.

In 2017, a coalition of local organizations known as the Northwest Arkansas Continuum of Care joined a national movement called Built for Zero, which is a cross-sector collective movement to coordinate a community response to end homelessness in Northwest Arkansas. This response uses a data-based approach to better collaborate as a group to provide this clarity and consistency as we pursue data-informed policy-making and system design. The purpose of this position is to identify and utilize a range of analytics tools that can be built upon to solve social problems. This data improves the community's ability to examine the problem, improve decision-making, design nudges, and build predictive models to house people experiencing homelessness, and, in some cases, prevent it in the first place. This work is part of an important and exciting national effort to build information bridges to ensure interoperability between clients and community service providers. This data informs policymakers and advocates on demographics, trends, funding and the availability and usage of services among Northwest Arkansas's homeless population. The intern will work with both Havenwood and the NWA CoC to build data bridges, dashboards, charts and stories related to homelessness so that future decisions will be data driven.

### B. DUTIES

- a. Program Development
  - i. Outcomes
    1. Improvement of system processes to track accurate data on homelessness
    2. Identify patterns of program use of effectiveness through this information.
  - ii. Activities
    1. Analyze various types of data from the By-Name List, HMIS (Service Point) and other community-wide systems;
    2. Prepares program evaluation reports to inform recommendations for quality improvement



3. Proactively identifies issues and opportunities to enhance data management and reporting through detailed and high-level problem solving to ensure consistent delivery
  4. Develop dashboards, analysis and reporting to be utilized cross functionally to understand system performance
  5. Compile, model and present data insights to key stakeholders
  6. Working with the executive directors of both organizations, determine and implement projects/updates to enhance and stream-line database usage.
  7. Identify patterns of program use and effectiveness through this improvement.
- b. Organizational Advancement
- i. Outcomes:
    1. Understanding how successful the organizations is in implementing prioritization and providing permanent housing to those who need it.
    2. Identifying a quantifiable change in data quality as presented to the coalition, the community and the US Department of Housing and Urban Development (HUD).
  - ii. Activities
    1. Identify and recommend a cost-effective contribution tracking solution to include HMIS (Service Point), Excel, HARK and the By-Name-List. Work with the executive director to incorporate these solutions as appropriate.
    2. Assess whether how and if the HARK system is reaching everyone who is homeless in the community by accurately looking at who is entered into the homeless system and changes to their statuses. This will be done throughout the internship.
- c. Community Impact
- i. The intern will strengthen both agency's missions by enhancing the tools to collect, organize and share data. The system and its member organizations will have an enhanced capacity to improve their collaboration to deepen the community's knowledge, and understanding of the needs of homeless community, increase the reach and impact of services, and deliver resources where and when they are needed in real-time.
  - ii. Insights from data will be used to encourage an increased amount of funding needed to address the needs of everyone experiencing homelessness within our community.
  - iii. New ways of looking at data will help the local agencies serving those experiencing homelessness to focus their resources and improve clients' services to be more effective and cost-efficient.
  - iv. Provide a guide to create better and more informed policy making decisions not only within the organization but also within the local, state and federal government.
  - v. The intern's impact will enhance the NWA CoC's capacity towards ending chronic homelessness by 2025.

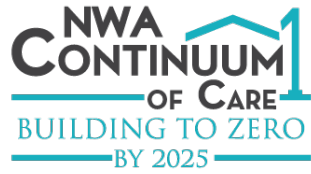


## QUALIFICATIONS

- A. Students should show an advanced skill in areas of data management, information technology and other computer technology. Additionally applicant should show an interest in nonprofit work and/or working with those in need. Students who are currently pursuing a degree in Computer Information Systems, Computer Science, Computer Engineering, Data Analytics, MIS, Statistics, Mathematics, Information Assurance or other IT related programs are encouraged to apply.
- B. Passion for the missions of both Havenwood and the CoC partnered with a belief that homelessness is a solvable challenge.
- C. Strong problem-solving and analytical skills
- D. Knowledge of common database architectures and how to extract and transform complex datasets.
- E. Proficient in Microsoft Office including Word, Excel, PowerPoint and Access
- F. Excellent written and verbal communication skills; ability to establish rapport
- G. Ability to interact with others in a positive and energetic manner
- H. A strong sense of and respect for confidentiality involving clients
- I. Ability to work in a variety of settings with culturally diverse families and communities with the ability to be culturally sensitive and appropriate
- J. Valid driver's license, current auto insurance, and reliable personal transportation is required
- K. Ability to lift up to 50 pounds
- L. Students with lived-experience in foster care, housing insecurity or homelessness or involvement with the criminal justice system are encouraged to apply.

## LEARNING OBJECTIVES

- A. CAREER DEVELOPMENT
  - a. Intern will develop a working knowledge of nonprofit management and technology systems.
  - b. Intern will develop a deeper understanding of area nonprofits and community partners in respect to potential future career opportunities in the areas of systems management, collective impact and coordinated care.
  - c. Intern will be able to articulate how data drives quantifiable results in the social service sector.
  - d. Intern will learn systems building strategies that affect social determinants of health and how community, state and Federal policies impacts service delivery models.
  - e. Intern will be able to articulate how policies at the community, state and federal levels impact clients self-determination in local areas.
  - f. Intern will learn community engagement strategies and tools that will quantifiably benefit nonprofit work with health and human services.
  - g. Intern will develop a deeper understanding of the scope of homelessness in the Northwest Arkansas community as well as evidence-based-practices that brings an end to homeless nationwide.



**B. SKILL DEVELOPMENT**

- a. Intern will gain experience in using soft skills and presentation tools to engage the community
- b. Intern will enhance organizational and time management skills involving multiple projects
- c. Intern will enhance their ability to build data dashboards, analyze data across multiple software tools and integrate data into building outcomes based service delivery models.

**C. PERSONAL GROWTH AND DEVELOPMENT**

- a. Intern will develop an increased confidence presenting in public settings and engaging the community.
- b. Intern will improve professionalism, critical thinking and communication skills
- c. Intern will advance their skills to develop effective working relationships,
- d. Intern will learn how to handle tense and difficult interpersonal situations with full empathy and professionalism.
- e. Interns learn how to effectively contribute ideas to process improvements and other procedures of the team goals which result in improved quality, efficiency, expediency and advocacy.

**SIGNATURE (this will be signed at the point of employment with the student)**

Employee Name	Supervisor Name
Employee Signature	Supervisor Signature
Signature Date	Signature Date