



Job Announcement

Background:

Homeless Alliance of Western New York (HAWNY) is the Continuum of Care (CoC), Coordinated Entry (CE), and Homeless Management Information System (HMIS) lead for Erie, Niagara, Genesee, Wyoming, and Orleans County. Our organization unifies and leads providers to improve the lives of people experiencing homelessness by sharing expertise, maximizing resources, and advocating for change.

Title :	Coordinated Entry Specialist
Department :	Coordinated Entry
Reports To :	Coordinated Entry Lead
Employment Status :	Full-Time, Non-exempt
Benefits :	Health insurance, dental insurance, paid time off, 403(b) plan, hybrid remote/office schedule
Wages :	\$45,000-52,000 annually, final negotiated salary commensurate with experience

Position Summary:

The Coordinated Entry Specialist plays a vital role in connecting individuals experiencing homelessness with appropriate housing and supportive services across the **Genesee, Orleans and Wyoming (GOW)** region and other designated Coordinated Entry areas. This position conducts housing assessments, engages directly with clients in the community, and ensures timely and accurate referrals to housing and service providers within the Continuum of Care (CoC). The specialist will work in close collaboration with the CE Lead, outreach teams, and partner agencies to promote equitable access to housing resources and support systems.



Primary Responsibilities:

- Conduct standardized Coordinated Entry assessments (e.g., VI-SPDAT) and SPOA evaluations for clients experiencing homelessness.
- Enter assessment data and case notes into the Homeless Management Information System (HMIS) in a timely and accurate manner.
- Engage individuals in community settings such as shelters, soup kitchens, food pantries, community centers, encampments, and other places where people experiencing homelessness may be found.
- Identify and assist with completion of additional housing applications and resource connections as appropriate.
- Collaborate with service providers, housing programs, and outreach teams to identify, prioritize, and refer clients to appropriate housing and support services.
- Provide linkage and warm hand-offs to services such as mental health, substance use recovery, medical, legal, and social support resources.
- Apply evidence-based practices- motivational interviewing, person-centered planning, and trauma-informed care.
- Participate in case conferencing and CoC-related meetings to support coordinated care and housing placement.
- Maintain confidentiality and adhere to all program policies and HUD CE requirements.
- Perform other related duties as assigned.

Preferred Candidate Qualities:

The ideal candidate will have the following qualities:

- Associate's degree in Human Services, Social Work, Psychology, or related field *or* relevant lived experience and equivalent combination of education and experience.
- Bachelor's degree preferred.
- Experience working with individuals experiencing homelessness, mental health needs, or substance use disorders is strongly preferred.
- Knowledge of community resources, housing systems, and social service networks in the GOW region.
- Strong organizational and communication skills; ability to work independently and as part of a team.
- Proficiency in Google and data entry systems such as HMIS is a plus



Requirements:

- Reliable transportation and a valid New York State driver's license are required.
- Ability to travel throughout the GOW region and attend occasional meetings in Buffalo or other CE service areas.
- Must be comfortable working in non-traditional environments, including field-based or street outreach settings.

Working Conditions:

- This is a direct service role that includes community-based outreach, office-based documentation, and occasional in-person meetings or events.
- The position may involve exposure to varying weather conditions during field work.
- Some flexible scheduling may be required to accommodate client needs.

Compensation:

Commensurate with experience. Excellent benefits include health insurance, generous paid time off, 403b plan, hybrid remote/office schedule, and a respectful work-life balance work environment.

Application Instructions:

Please submit your resume and cover letter to Ashley Matrassi CoC Director at matrassi@wnyhomeless.org

Notices to Applicants:

Homeless Alliance of Western New York, Inc. is an Equal Opportunity Employer (EOE). Please review the **Know Your Rights: Workplace Discrimination is Illegal Poster**.

Homeless Alliance of Western New York, Inc. participates in E-Verify. Please review the **E-Verify Participation Poster** and the **Immigrant and Employee Rights (IER) Right to Work Poster**.

Disclaimer:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

