



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 :	Shelter and Outreach Systems Coordinator
Department :	Continuum of Care Planning
Reports To :	CoC Program Director
Employment Status :	Full-Time, Non-exempt
Benefits :	Health insurance, dental insurance, paid time off, 403(b) plan, hybrid remote/office schedule
Wages :	\$51,000-\$57,000 annually, final negotiated salary commensurate with experience

Position Summary:

The Shelter and Outreach Systems Coordinator will support the coordination and collaboration of shelter and outreach programs with CoC policies and processes. This role involves fostering collaboration between ESG-funded providers and the CoC, ensuring that these programs are fully integrated into Coordinated Entry (CE) and other CoC-wide initiatives. The Coordinator will also focus on addressing service gaps, enhancing data quality, and promoting equitable access to resources.



Primary Responsibilities:

System Coordination and ESG Integration:

- Act as the CoC liaison within the shelters and outreach system
- Align shelters and outreach strategies with CoC goals and local priorities.
- Facilitate the integration of shelter and outreach activities into Coordinated Entry (CE) to ensure seamless referrals and prioritization of services.
- Support Shelter and outreach in meeting HUD requirements, such as participating in PIT counts, by-name list meetings, and HMIS data entry.
- Work with the CoC and ESG providers to ensure alignment in funding priorities and system-wide initiatives.
- Advocate for policies and resources that support shelter and outreach success while advancing CoC and ESG goals.

Performance Monitoring and Data Quality:

- Ensure shelters and outreach meet data quality and reporting standards required by HUD and the CoC.
- Identify gaps in services and make recommendations to improve outcomes for clients served by ESG-funded programs.
- Provide training and promote technical assistance to shelter and outreach

Preferred Candidate Qualities:

The ideal candidate will have the following qualities:

- At least 3 years of experience in shelter oversight, outreach, or homelessness services, preferably within a CoC context.
- Strong understanding of HUD funding guidelines for both ESG and CoC programs.
- Excellent communication, facilitation, and problem-solving skills.
- Proven ability to foster collaboration among diverse stakeholders
- Easily adaptable to change and respects others, demonstrating flexibility and team-oriented behavior.
- Strong organizational, communication, interpersonal and problem-solving skills.

Preferred Education / Experience:

The ideal candidate will have the following education and/or experience:

- Associate's/Bachelor's / Master's / MSW in social sciences or social work (a combination of education and experience / lived experience will be considered).



- The ideal candidate will have experience problem-solving collaboratively with diverse individuals, facilitating groups, public speaking, and project management.
- Experience with research and data collection is a plus.
- Comfortability with virtual platforms such as Zoom and Google.
- A combination of education and experience / lived experience will be considered.

Environmental and Working Conditions:

- General office environment; no exposures to extreme heat, cold, dust, or noise.
- Limited travel is required, mileage reimbursable.

Physical and Mental Requirements:

Primarily a sedentary position with occasional standing, sitting, bending, and reaching required. A high energy level; comfortable performing multi-faceted projects in conjunction with day-to-day activities.

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.