



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 :	Social Care Housing Navigator
Department :	Social Care Services
Reports To :	Director of Community Impact
Employment Status :	Full-Time, Non-exempt
Benefits :	Health insurance, dental insurance, paid time off, 403(b) plan, hybrid remote/office schedule
Wages :	\$47,000-\$52,000 annually, final negotiated salary commensurate with experience

Position Summary: The Homeless Alliance of WNY is seeking a compassionate and detail-oriented Housing Navigator to support individuals transitioning to permanent housing under New York State's Medicaid 1115 Waiver. The Housing Navigator will assist eligible Medicaid members with housing search, application, move-in, and transition support, working in close coordination with the Social Care Navigator (SCN), health plans, and Coordinated Entry (CE). **Note: this is a grant funded position.**

This is a **community-based, direct service position** requiring housing expertise, empathy, and excellent time tracking and documentation skills.



Primary Responsibilities:

- **Process Housing Referrals:** Screen clients, verify Medicaid eligibility, and process referrals from Social Care Navigators per Medicaid 1115 Waiver policies and procedures.
- **Provide Housing Navigation:** Assist with housing search, VI-SPDAT, SPOAs, applications, inspections, and move-in coordination for Medicaid-eligible individuals.
- **Coordinate Transition Support:** Help clients set up utilities, access HEAP, and connect to community resources during their move- when applicable
- **Track and Document Services:** Complete documentation within 24 business hours and accurately track time, services, and benefit usage in line with Medicaid 1115 Waiver guidelines.
- **Facilitate Financial Supports:** Coordinate rent, security deposits, utility assistance, and one-time housing setup costs within approved waiver limits.
- **Engage with Community Partners:** Work with landlords, service providers, and housing programs to ensure smooth transitions to permanent housing
- Other duties as assigned

Qualifications:

- Strong communication and relationship building skills and a passion for ending homelessness.
- Strong organizational and documentation skills, with the ability to track time and services accurately
- Experience in housing navigation, case management, or working with vulnerable populations
- Proficiency with Microsoft Office, Google Workspace, and electronic case management tools
- Familiarity with housing programs and community-based supports in New York State, specifically in Western New York
- The role requires regular travel throughout Erie and Niagara counties. A valid driver's license and access to a reliable, insured vehicle are required.



Preferred Education / Experience:

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

- Associate's degree in Human Services, Social Work, Public Health, Sociology, or a related field – **OR** – relevant lived experience navigating housing, homelessness, or supportive services
- Experience working within Medicaid-funded programs or Coordinated Entry systems
- Bilingual abilities a plus (Spanish, Arabic, or other prevalent local languages)

Environmental and Working Conditions:

- This is a **direct service position** that requires frequent in-person interactions with clients, property managers, and service providers in both office and field settings.
- Work will take place in a variety of environments, including clients' homes, shelters, apartment buildings, and community-based locations.
- Some remote work is permitted, but the position is primarily community-based and in-person.
- Occasional evening or weekend hours may be required to accommodate client needs or urgent housing situations- flex scheduling
- The position may involve exposure to challenging or emotionally complex situations and requires strong boundaries and self-care awareness.

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 Tracy Schmidt at schmidt@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.