



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 :	Housing 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 :	\$50,000-\$60,000 annually, final negotiated salary commensurate with experience

Position Summary: The Housing Systems Coordinator will serve as a Landlord Engagement Specialist, focusing on recruitment and education of landlords for CoC/ESG-funded programs. This position will improve overall housing options available to our clients, resulting clients' securing permanent housing more quickly and efficiently. You'll champion creative housing models, including shared housing—where clients share rent and utilities—to alleviate housing burden and foster peer support.

Primary Responsibilities:

- **Landlord outreach & relationship-building:** Educate, recruit, and retain landlords for CoC/ESG housing programs.
- **Market analysis:** Understand local rental trends and match property availability with client needs.
- **Program promotion:** Represent CoC/ESG and shared housing models at community events, trainings, and meetings.



- **Collaborative partnerships:** Convene regular meetings with landlords, housing partners, and service providers to advance shared housing efforts.
- **Data & reporting:** Track program metrics, report outcomes, and identify service gaps.
- **Pilot & standardize initiatives:** Lead shared housing pilot programs—develop protocols, report on progress, and replicate successes.
- **Support & advocacy:** Provide ongoing landlord support and troubleshoot housing challenges for clients.
- **Other duties:** Additional tasks as assigned to further organizational goals.

Preferred Candidate Qualities:

The ideal candidate will have the following qualities:

- Strong communication and relationship building skills and a passion for ending homelessness.
- The ideal candidate will have experience problem-solving collaboratively with diverse individuals, facilitating networking events, public speaking, and project management.
- 2–4 years of experience in housing services, property management, or homeless service coordination.
- Driven by creating community solutions;
- Attention to detail and accuracy

Preferred Education / Experience:

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

- Bachelor's degree in social work, public administration, or related field (Master's preferred; equivalent experience considered).
- A combination of education and experience / lived experience will be considered;
- Strong organizational, communication, interpersonal and problem-solving skills.
- Comfortability with virtual platforms such as Zoom and Google.

Environmental and Working Conditions:

- General office environment; no exposures to extreme heat, cold, dust, or noise.
- Limited travel is required, mileage reimbursable.
- Please note this is a hybrid position.



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.