



Job Announcement

Background

The Homeless Alliance of WNY (HAWNY) is the Continuum of Care and HMIS lead for Erie, Niagara, Genesee, Wyoming, and Orleans County. Our organization advances community collaboration and leverages data intelligence to identify gaps in housing services that inform future funding decisions. As the lead agency we take pride in supporting and uniting homeless service providers across the region through best practices in achieving the goal of ending homelessness.

Title :	Homeless Service Improvement Coordinator
Department :	Continuum of Care Planning
Reports To :	Director of CoC Programs
Employment Status :	Full-Time, Non-exempt
Benefits :	Health insurance, dental insurance, paid time off, 403(b) plan, hybrid remote/office schedule
Wages :	\$45,000 - \$55,000 annually, final negotiated salary commensurate with experience

Position Summary

The Homeless Service Improvement Coordinator will support the Coordinated Entry System (CES), evaluate and analyze the CES, and develop and implement improvements to the CES in Western New York (Erie, Niagara, Genesee, Orleans, and Wyoming Counties). This position will work closely with service agencies participating in CES and those with lived experience of homelessness or housing instability, provide technical assistance to service agency staff, facilitate focus groups, create evaluation reports, and be responsible for expanding and implementing changes to the CES.

Primary Responsibilities

- Meets with members of the CoC and community partners to gather information that seeks to address the current challenges the Coordinated Entry System faces.

- Utilize this information to expand the recordable and trackable challenges of the system.
- Utilize this information to develop a racial equity assessment/impact tool.
- Leads regular forums meeting with organizations and lived expertise to assist them in understanding, implementing and coordinating the homeless assessment and placement process.
 - Tracks actions items, attendance, and frequency of case conferencing.
 - Utilizes this information to develop new policies and enhanced practices, procedures within the system to reduce homelessness.
- Utilizes technical skills to safely address barriers within the community.
- Monitors quality assurance activities.
- Creates strategic case conferencing procedures to increase participation of key stakeholders.
- Ensures the timely and efficient management of reporting and other requirements of the CoC.
- Utilize data and case conferencing information to identify system gaps.
- Participate in program development to address identified system gaps.
- Engages with community stakeholders to implement and improve Coordinated Entry System.
- Maintains required system metrics and submits reports as requested
 - Reports monthly Built For Zero system performance metrics using information collected in HMIS.
 - Create quarterly Built For Zero system action plan highlighting improvements throughout the system
- Cooperates with, participates in, and supports the adherence to all internal policies, procedures and practices, and compliance with all regulatory requirements.
- Ensures the confidentiality of all client and/or employee-related information.
- Represent HAWNY in the community with a professional demeanor.

Preferred Candidate Qualities

The ideal candidate will have the following qualities:

- Strong communication and relationship building skills and a passion for ending homelessness, with an understanding of the importance of racial equity;
- 3+ years of Human Services, prefer experience in systems (for example: Homeless system, healthcare system, housing system etc.) improvement roles;
- 1+ years of leadership experience;
- Driven by creating community solutions;
- Attention to detail and accuracy;
- Understands the evolving role of data and its importance to the efforts to end social problems;
- Collaborates with team members on a regular, ongoing basis;

- Familiar with Coordinated Entry (CE), CoC, ESG, YHDP, HMIS, and other HUD policies, regulatory requirements, and funding opportunities; and
- Lived experience of homelessness or housing instability.

Preferred Education / Experience

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

- Bachelor's / BSW / 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.
- Strong organizational, communication, interpersonal and problem-solving skills.
- Comfortability with virtual platforms such as Zoom and GotoMeeting and virtual project management platforms such as Slack and Trello.
- Priority given to individuals with lived experience of homelessness.
- 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.
- 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 a cover letter, resume, contact information for 3 references, and salary requirements by email to Jarrett Steffen, Operations Manager, at steffen@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.