



Job Announcement

BACKGROUND:

The Homeless Alliance of Western New York, Inc. (HAWNY) is the Continuum of Care (CoC) agency for five counties in WNY: Erie, Niagara, Genesee, Orleans, and Wyoming counties. Our mission is to work with community partners to implement best practices, provide data, and develop systems to make the experience of homelessness rare, brief, and non-recurring. We coordinate homeless services among providers and develop systems to better utilize \$15 million in U.S. Department of Housing and Urban Development (HUD) funding per year. Annually, about 30 programs are funded through CoC funds.

TITLE: Training Coordinator

DEPARTMENT: Homeless Management Information System (HMIS)

REPORTS TO: HMIS Administrator

EMPLOYMENT STATUS: Full Time

POSITION SUMMARY: The Training Coordinator will optimize and manage HAWNY's outreach and training programs for HMIS end users. The position will lead efforts to support community partners in data collection, technical assistance, and facilitation of information about HMIS and the CoC.

PRIMARY RESPONSIBILITIES:

- Train and provide technical assistance to community partners and end users on the Homeless Management Information System (HMIS).
- Develop/improve HMIS/CoC training materials and systems to better assist end users.
- Work closely with the CoC Manager or System Administrator to facilitate or coordinate workshops, presentations, or meetings for CoC/HMIS related activities.
- Assist with monitoring and tracking service provider's performance/data quality using HMIS.
- Establish relationships with different system partners.
- Assist with coordination of other services as assigned.

PERFORMANCE OBJECTIVES:

Within 1 Month

Become trained on HMIS and become familiar with HMIS manuals, CoC activities, and community partners. Start to shadow HMIS training and review current training materials.

Within 3 Months

Start to train new HMIS end users with supervision and visit community partners on site. Become familiar with HMIS and CoC terms and begin assisting internal staff with HMIS related requests.

Within 6 Months

Start to independently train end users and review training materials for updates using their experience learning HMIS. Start to assist external users and community partners with HMIS related requests.

QUALIFICATION REQUIREMENTS:

- Bachelor's Degree, preferably in Social Sciences, Education, Urban Planning, or a related field.
- Familiarity with Homeless Management Information Systems (HMIS) preferred.
- Public speaking, training, or teaching experience.
- Ability to translate technical specifications or instructions into easy to understand information.
- Experience with Microsoft Office and Google Suite of software.
- Creativity in problem solving and solid time management skills.
- Limited requirements, must be able to maintain files and lift objects that weigh up to 25 lbs.

ENVIRONMENTAL AND WORKING CONDITIONS:

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

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 **Equal Employment Opportunity (EEO) is the Law Poster** and the **EEO is the Law Poster Supplement**.*

*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**.*