



Job Announcement

Training Coordinator

Organizational Background:

Homeless Alliance of Western New York (HAWNY) is the Continuum of Care (CoC) and Homeless Management Information System (HMIS) lead for Erie, Niagara, Genesee, Wyoming, and Orleans Counties. We work with community partners to implement housing best practices, leverage data insights, and develop systems to make the experience of homelessness rare, brief, and non-recurring.

Position Title:	Training Coordinator
Department:	HMIS (Homeless Management Information Systems)
Reports To:	HMIS Director
Employment Status:	Full-Time, Non-exempt
Benefits:	<ul style="list-style-type: none">• Hybrid remote and office work environment• Respectful and work-life-balanced environment• Generous PTO and Holidays• Health & Dental Insurance• 403(b) plan• Small team dynamics
Compensation:	\$47,000-\$55,000 annually, final negotiated salary commensurate with experience

Position Summary:

The Training Coordinator will oversee and optimize the Homeless Alliance's outreach and training efforts for HMIS end users under supervision from the HMIS Director. This position is dedicated to ensuring community partners are supported in their understanding and use of HMIS through technical assistance, hands-on training, and material development.

This role will collaborate with the CoC team while maintaining a primary focus on HMIS-related training and support. The Training Coordinator will be instrumental in empowering HMIS users to ensure accurate data collection, maintain compliance, and strengthen partnerships with community agencies.

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.

Primary Responsibilities:

- Train and provide technical assistance to community partners and end users on the Homeless Management Information System (HMIS) remotely and in-person.
- Maintain Learning Management System to track end user training progress and manage learning pathways to evaluate training effectiveness.
- Design or improve HMIS training materials and systems to better instruct end users.
- Work closely with the internal staff to facilitate or coordinate workshops, presentations, or meetings for HMIS/CoC related activities.
- Assist HMIS team in monitoring data quality and project performance when needed.
- Establish relationships with different system partners.
- Assist with coordination of other services as assigned.

Preferred Education/Experience:

- Bachelor's Degree, preferably in Social Sciences, Education, Communications, Design, or a related field.
- Familiarity with Homeless Management Information Systems (HMIS) or similar databases preferred but not required.
- Familiarity with Learning Management Systems (TalentLMS) and instructional design preferred but not required.
- Experience with basic design concepts or content/material creation is helpful.
- Public speaking, training, or teaching experience.
- Demonstrated ability to translate technical specifications or instructions into easy to understand information.
- Demonstrates flexibility, respects others, and works effectively with diverse community partners in a team-oriented environment.
- Experience with Microsoft Office and Google Workspace.
- Creativity in problem solving and solid time management skills.

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.
- 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.
- Limited requirements, must be able to maintain files and lift objects that weigh up to 25 lbs.



Application Instructions:

Please submit your resume and short cover letter to Nathan Pyzikiewicz HMIS Director at pyzikiewicz@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](#).