



Job Announcement

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 County. Our organization advances community collaboration and leverages data intelligence to identify gaps in housing services that inform future funding decisions. As the CoC and HMIS 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 :	CoC Program Manager
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 :	\$57,000-\$62,000 annually, final negotiated salary commensurate with experience

Position Summary: The CoC Program Manager engages with homeless providers throughout the community, assists in compliance with HUD regulations, and coordinates activities amongst community stakeholders, health care, corrections, and government agencies in Erie and Niagara County. The CoC Program Manager will provide leadership, direct involvement and oversight of targeted programs and supervision that supports agency programs.

Primary Responsibilities:

- Develop a deep understanding of HUD regulations and System Performance Measurements to provide consulting services to partner agencies.
- Offer technical assistance to ensure compliance with HUD regulations and build knowledge of resources, forming partnerships with community providers to address homelessness.



- Engage strategically with community partners to prioritize services, lead committee meetings, advocate on homelessness-related issues, and represent HAWNY at system-wide meetings.
- Collaborate with team members on a regular, ongoing basis, fostering a diverse, equitable, and inclusive workplace culture.
- Provide leadership and supervision to 1-3 staff, fostering a collaborative and effective working environment.
- Demonstrate a commitment to advancing racial equity, working to address systemic barriers and disparities in homelessness services.
- Promote and integrate racial equity and social justice principles into homelessness programs, ensuring that strategies and services address disparities faced by marginalized communities.
- Other duties as assigned

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;
- 3+ years of leadership (supervision, management, etc.) experience;
- A combination of education and experience / lived experience will be considered;
- Driven by creating community solutions;
- Attention to detail and accuracy;
- Understands the evolving role of system performance and project performance and its importance to the efforts to end social problems;
- Familiar with Coordinated Entry (CE), CoC, ESG, YHDP, HMIS, and other HUD policies, regulatory requirements, and funding opportunities is a plus;
- Experience fostering partnerships with underrepresented or marginalized communities to enhance service delivery and impact.
- Easily adaptable to change and respects others, demonstrating flexibility and team-oriented behavior;
- 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 Google.
- 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 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.