

JOB OVERVIEW

JOB TITLE	Program Specialist
DEPARTMENT	Homeless Alliance of Western New York (HAWNY), Independent Living of the Genesee Region (ILGR)
LOCATION	Batavia, NY.
DIRECT SUPERVISOR	Director of ILGR

GENERAL JOB DESCRIPTION

Coordinate the Genesee, Orleans and Wyoming Continuum of Care and maximize community participation.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Conduct monthly Continuum of Care (COC) meetings in the Genesee County, Orleans County and Wyoming County (GOW) areas.
2. Maintain and increase participation in Homeless Management Information System (HMIS database) for service providers located in the GOW area.
3. Create reports and analyze data from HMIS to guide GOW housing programs, including contributing to COC housing grant writing.
4. Communicate with HAWNY on a regular basis to help coordinate services and comply with Housing and Urban Development (HUD) expectations.
5. Regularly meeting with Warming Shelters, Schools, Jails, Hospitals, Employment Providers, Mental Health Providers or other organizations and provide resource information to their direct service staff.
6. Increase organizational participation and recruit new members into the COC.
7. Network with Landlords to educate and engage their participation in housing programs.
8. Coordinate at-risk assessment for data tracking purposes.
9. Increase homeless services in general, including prevention, shelter and permanent housing.
10. Facilitate and coordinate Point-in-Time survey activity.
11. Update the GOW pocket-guide and Housing and Employment Resource Guides.
12. Produce quarterly reports on all engagement-related activities.
13. Ensure billable notes have been entered into the electronic health record system within 48 hours of contact.
14. Attend Agency's in-service training and staff meetings as well as any other agency-related activities as required.
15. Participate in maintaining a neat, clean and safe work environment.
16. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

Associate Degree in Human Services

OR
Bachelor's Degree in Human Services

Professional and life experience may be considered in lieu of, in full or part of academic credentials.

KNOWLEDGE & EXPERIENCE (if required)

- Candidate must have experience in the Human Services field.
- Selected candidates should possess knowledge of persons with disabilities, as well as federal and state laws pertaining to the rights of people with disabilities.

Associate degree requires two (2) years of related work or volunteer experience with people with disabilities

Bachelor's degree requires one (1) year of related work or volunteer experience with people with disabilities.

SKILLS & ABILITIES

- Ability to travel independently throughout the three (3) service regions (Genesee, Orleans and Wyoming Counties) is required.
- Candidate must have excellent verbal and written communication skills, good organization and analytical skills.
- Must have intermediate level of knowledge of computers including the use of Excel spreadsheets, databases, word processing and networks.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.
- Residents of Genesee, Orleans and Wyoming Counties encouraged to apply.

WORKING CONDITIONS

WORK ENVIRONMENT	Office/ Community
PHYSICAL DEMANDS OF THE JOB	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
HOURS / SHIFTS	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, Professional staff. Range: \$48,000-\$50,000
BENEFITS	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match. Employee Assistance Program

OTHER

Western New York Independent Living, Inc. values our employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols.

Western New York Independent Living, Inc. is an Equal Opportunity Employer.

Reasonable accommodations will be made for people with disabilities.
Western New York Independent Living, Inc. is a scent-free agency.

JOB POSTING

Closing Date: February 26,2026

Cover Letter and Resume Required to:

Human Resources Dept.
WNY Independent Living, Inc.
3108 Main St.
Buffalo, N.Y. 14214
employment@wnyil.org