
Job Title	Coordinated Entry Coordinator
PVN ID	VA-2504-006813
Category	Instruction and Social Service
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	NYC Human Resources Mayor's Office
Status	Full Time
Annual Salary	\$63,000.00 - \$63,000.00
Hour(s) a Week	35
Closing Date	Jun 25, 2025 (Or Until Filled)

General Description

The U.S. Department of Housing and Urban Development (HUD) mandates that Continuums of Care (CoC) within different geographic areas, including NYC, create a Coordinated Entry (CE) system that allows equal and fair access to the CoC's housing resources. The Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV) and the NYC Human Resources Administration (HRA) received a grant to incorporate the unique needs of gender-based violence (GBV) victims and survivors, including protection of personally identifying information (PII) per the Violence Against Women Act (VAWA), into the City's coordinated entry system.

Project Overview

The purpose of this project is to incorporate GBV survivors into New York City's existing CE system, the Coordinated Assessment and Placement System (CAPS), an online survey used to connect homeless New Yorkers and those at risk of homelessness to the most appropriate housing options while protecting their personally identifying information and to ensure that GBV survivors have equal and fair access to housing resources in NYC. This requires collaboration between the NYC Human Resources Administration (HRA), who oversees all DV shelters in NYC and the existing CAPS system, the Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV), which operates the five Family Justice Centers (FJs), a key entry point for survivors to have their shelter and housing needs met, community-based organizations that provide shelter and housing services to GBV survivors, and survivors of GBV who have experienced homelessness.

The HRA Domestic Violence Services (DVS) Coordinated Entry Coordinator position is a full-time HRA grant-funded position with the Research Foundation of the City University of New York, a non-profit organization.

Duties and Responsibilities

Under the Direction of the HRA DVS Residential Program Administrator and the Coordinated Entry Director, the Coordinated Entry Coordinator assigned to ENDGBV will perform the following tasks in close collaboration and consultation with ENDGBV:

- Coordinate the implementation of the updates to CAPS to integrate PII for GBV survivors; work collaboratively with project team members; and assist with coordinating the work between the team members and the on- and off-site GBV partner agencies at the FJCs who will be utilizing CAPS
- Assist with the development of the project implementation plan in collaboration with ENDGBV and HRA and project team members, building upon existing work on the incorporation of PII for GBV survivors in CAPS according to HUD and VAWA requirements
- Responsible for conducting drop-in hour sessions and providing technical assistance to CAPS users at GBV organizations
- Assist with the development of promotional material for GBV service providers and their clients about CAPS and the City's coordinated entry process
- Work collaboratively with project team members to develop trainings for GBV service providers on how to use updated functions in CAPS and provide ongoing support to providers
- Coordinate the collection of feedback about CAPS from GBV service providers, survivors and other key stakeholders, to ensure the system protects survivors' PII and meets their safety and service needs
- Participate in drafting reports pertaining to aspects of the project, including, but not limited to the project development, implementation and evaluation
- Participate in regular meetings with the project team to keep project goals on track and ensure effective collaboration with project team members to implement the integration of GBV survivors in CAPS
- Participate in field work within the five boroughs to conduct community education/outreach about available housing opportunities and provide technical assistance as needed
- Perform any additional tasks related to the project, as deemed appropriate and needed by [RFCUNY, HRA and ENDGBV]

Other Duties

- Other duties as assigned

Qualifications

- Bachelor's degree in social work, psychology or related field or Associate degree in social work, psychology or related field and/or 5 or more years of experience in the field of domestic and gender-based violence
- Significant experience in the field of domestic and gender-based violence preferred
- An understanding of the network of City and nonprofit service provision in New York City's response to domestic and gender-based violence preferred
- Strong organizational, communication, interpersonal and problem-solving skills
- Excellent time management ability including the ability to balance competing priorities, complex situations and tight deadlines
- Ability to work well in a diverse team environment with all levels of supervisory and frontline staff
- Comfort giving public presentations
- Persons with lived experience related to this project (DVGBV, homelessness and/or housing insecurity) are encouraged to apply