

POSITION OPENING



Homeless Response System Partner Coordinator

Position Type: Full Time

Location: Hybrid - Joliet, IL Main Office, with regular in-person meetings throughout Will, Grundy, and Kendall Counties requiring 25-40% travel

Reports to: Will County Continuum of Care Executive Director

Salary Range: \$50,000 - \$60,000

Application Deadline: Until Position is Filled

Start Date: Immediate Availability

About the Role

The Homeless Response System Partner Coordinator plays a key role in strengthening the effectiveness, accountability, and equity of the regional homelessness response system. This role supports funded partners and key stakeholders by coordinating case conferencing, monitoring project performance, providing capacity-building assistance, and helping to implement system-wide policies and standards.

The position also ensures that people with lived experience of homelessness have meaningful roles in planning and decision-making. As part of the Infrastructure Team, this role connects day-to-day system operations to the broader mission of preventing and ending homelessness.

The Homeless Response System Partner Coordinator is a full-time, salaried position. The position will work within a dedicated CoC Team at designated Lead Agency, reporting directly to the CoC Executive Director.

CoC Lead Agency Overview

Serving as the CoC Lead Agency, United Way of Will County (UWWC) is bringing together powerful partnerships to build lasting, social change in our community. Our workplace is fast-paced and friendly, small and mighty, progressive and transformative. At UWWC we believe in celebrating success, learning from the past, and setting ambitious goals. Our work in Will County not only identifies local issues impacting Will County residents, we take it further to seek solutions, convene partners and invest resources that will create social change to last for years to come. At UWWC, including the CoC Team, wages are competitive, with a benefits package including, medical, dental, vision, life/disability, a 403b, and a generous PTO schedule. A hybrid work environment, is offered to all team members.

Key Responsibilities

System Partner Support & Performance Monitoring

- Monitor project performance across funded CoC partners; assist providers with understanding data, goals, and outcomes

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- Lead case conferencing processes and maintain the By-Name List, ensuring coordinated and equitable access to housing
- Provide technical assistance and training to strengthen the capacity of funded agencies
- Support partner compliance with CoC Written Standards and Coordinated Entry System (CES) policies
- Maintain a collaborative relationship with partner organizations and internal stakeholders

Policy & Standards Implementation

- Ensure that CoC Written Standards and CES policies are up to date, accessible, and consistently applied across the system
- Collaborate with other staff to gather partner feedback and implement needed updates
- Track adherence to standards during monitoring and technical assistance

Lived Experience Leadership & Inclusion

- Develop and support leadership opportunities for people with lived experience of homelessness
- Facilitate meaningful engagement of people with lived experience in decision-making spaces, workgroups, and planning efforts

Communications & Coordination

- Assist the Executive Director with preparing the annual Collaborative Application and project ranking materials
- Coordinate content updates for the CoC website; review content for accuracy and relevance
- Serve as staff liaison to an assigned committee, providing updates and facilitating alignment with CoC goals

Performance Expectations

Quantitative Metrics

- Facilitate and document regular case conferencing sessions with consistent participation from internal partners
- Track and report project performance quarterly, with at least 90% of funded partners receiving technical assistance annually
- Conduct review and update of CoC Written Standards and CES policies at least once during the grant term
- Ensure that 100% of new staff from funded partners complete onboarding support within 30 days

Qualitative Outcomes

- Strengthen internal provider understanding of system goals and expectations
- Improve consistency and equity in the CES process
- Increase inclusion of lived experience in governance and system planning
- Promote transparency and shared accountability through updated, accessible policies and partner support

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External/Physical Demands

- Travel is an essential function of this position and requires regular, in-person meetings across Will, Grundy, and Kendall Counties (approximately 25-40%).
 - A valid driver's license, proof of automobile insurance, and reliable transportation are required to perform essential travel functions of the role.
- Ability to lift, carry, load/unload up to 35 pounds
- Majority of activities are in an office environment
- Occasional evening or non-traditional business hours may be required.

Qualifications

Required:

- 3-5 years experience working in housing, homelessness services, human services, or a related systems coordination role
- Strong facilitation and communication skills, especially in collaborative or multi-partner settings
- Understanding of project performance monitoring, client data systems (e.g., HMIS), or Coordinated Entry
- Technical Proficiency:
 - Comfort working in a technology-driven environment and managing digital documentation is essential.
 - Demonstrated proficiency in Microsoft 365 applications (Word, Excel, Outlook, PowerPoint, etc.) and ability to navigate cloud-based data systems, client databases (e.g., HMIS or similar platforms), and virtual collaboration tools (e.g. Teams, Zoom, Google.)
 - Ability to analyze and manage data within Excel, generate reports, and maintain accurate electronic records.
- Demonstrated commitment to equity, inclusion, and authentic engagement of people with lived experience
- Minimum High School diploma or GED equivalent

Preferred:

- Familiarity with HUD CoC regulations and CES models
- Experience leading case conferencing or cross-agency coordination
- Knowledge of trauma-informed approaches, housing-first principles, and system navigation
- Lived experience of homelessness or experience working directly with people navigating homelessness or housing instability

Interested candidates can apply by submitting a resume and cover letter, including salary requirements, to jobs@uwwill.org.

United Way of Will County is an Equal Opportunity Employer.