



COALITION FOR
HOMELESSNESS
INTERVENTION
& PREVENTION



Coordinated Entry System (CES) Administrator

Who We Are

The Coalition for Homelessness Intervention and Prevention (CHIP) provides vital support and leadership for a coordinated, community-wide effort to make homelessness rare, brief, and nonrecurring in Indianapolis. With a firm belief in housing as a human right and a commitment to more accessible, inclusive, and equitable housing and care systems, CHIP supports a collective impact approach to addressing homelessness. CHIP serves as the Indianapolis Continuum of Care (CoC) lead agency, as well as the Homeless Management Information System (HMIS) and Coordinated Entry System (CES) lead. CHIP is an independent 501(c)3 nonprofit organization providing strategic leadership, planning, data analytics, and operational support to the homeless service sector.

What We Need

We seek a skilled and dedicated person to lead the day-to-day operations of the Indianapolis Coordinated Entry System and to provide support to community-based access points and assessors. The CES Administrator will spearhead implementation of the core elements of CES including Access, Assessment, Prioritization and Referral. This position serves a key role in a small, dynamic, and highly collaborative organization. The team member will collaborate with cross-functional teams, external stakeholders, and consultants. The ideal candidate is an organized, proactive, and adaptable individual with a proven track record of successfully managing projects from initiation to completion.

What You Will Do

- Manage CES daily tasks, including housing pool clean up, assessment quality and completion, verifying documentation, sending and tracking referrals, transfers, and discrepancy forms
- Manage housing pool based on established criteria, including priority populations, program eligibility, and community prioritization
- Maintain ongoing knowledge of program inventory, eligibility, and referral process
- Work with the Data Analytics & Operations Team to identify opportunities for automations and improved efficiencies in CES operations
- Collaborate closely with the CES Technical Assistance Specialist to implement refinements, identify areas that require additional support, and to solicit feedback from those with lived experience and from CE Stakeholders to improved CES support, training and efficiency of the CES
- Establish, update and maintain agreements (MOA's) with CES partners
- Provide support and facilitation regarding housing referrals within case conferencing groups
- Serve as the point-of-contact for provider and community inquires related to CES
- Annual review and update of CES Policies and Procedures
- Work with Data Analytics & Operations team to build, implement, and maintain training center
- Provide high quality end user support through management of CES Help Desk ticketing system
- Coordinate and collaborate with the City of Indianapolis (i.e. collaborative applicant) on regulatory issues, questions, or concerns related to CES
- Facilitate community meetings and workgroups around CES operations, processes, and policies to ensure common understanding of CES and CES participation
- Develop and maintain relationships with stakeholders and community partners and provide high-quality customer service
- Complete additional projects and activities assigned based on organizational needs

Experience and Qualifications

A bachelor's degree in social services, public health, OR an equivalent combination of education and

experience is required. Two years of experience in a relevant field is desired. Knowledge of nonprofits, and electronic data collection preferred.

Knowledge, Skills, and Ability

- Foster positive relationships with internal and external stakeholders.
- Adept at addressing concerns, managing expectations, and ensuring alignment on project goals.
- Ability to prioritize goals, tasks, and projects efficiently and effectively.
- Excellent organizational, time management, and problem-solving skills.
- Exceptional interpersonal and communication skills, both written and verbal.
- Ability to adapt to changing priorities and thrive in a fast-paced, team-oriented environment.
- Ability to seek out and expand knowledge and learn from peers.
- Assess the impact of changes and communicate adjustments to stakeholders promptly.
- Detail-oriented with a focus on quality and continuous improvement.
- Solid analytical and decision-making abilities.

Position Leader: CES Senior Manager

Salary: \$50,000 - \$52,000 | **Workplace:** Hybrid (in-office and community travel required as needed)

Start Date: June 3, 2024

Benefits: This position is eligible for a comprehensive benefits package, which includes medical, dental, and vision insurance; life insurance; long-term disability; 401(k) match; a minimum of 11 paid holidays; 10 sick days; and 5.77 hours of PTO accrued per pay period.

Candidates should apply by sending a cover letter and resume to:

mclark@chipindy.org

Please reference the position title in the subject line of the email.

CHIP is committed to implementing an equitable and inclusive culture. Successful candidates will commit to creating and supporting an equitable and inclusive workplace, including but not limited to racial equity, accessibility for individuals with disabilities, gender-inclusive and person-centered language, and cultural humility.

We encourage you to apply if you do not meet every requirement, but feel you are an excellent overall match and are excited about this opportunity. Individuals with lived experience are encouraged to apply.

Safeguarding our team members is an important part of ensuring our continued work in the community we serve. As a condition of employment, all staff are required to be vaccinated against COVID-19, including the COVID-19 booster, barring an approved exemption.