



COALITION FOR  
HOMELESSNESS  
INTERVENTION  
& PREVENTION



## Senior Project Manager

### Organizational Overview

For over 25 years, the Coalition for Homelessness Intervention and Prevention (CHIP) has inspired 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 systems of housing and care, CHIP supports a collective impact approach to addressing homelessness through the following:

- Aligning the Indianapolis community around a common agenda that includes a shared vision for change
- Developing and operating a shared measurement system with key performance indicators to support shared accountability and elevate impact
- Bringing diverse stakeholders together across the homeless response and rehousing system to reinforce connectivity, roles, and coordination to advance housing solutions
- Fostering open, transparent, and continuous communication to enhance trust and problem solving across partners, organizations, and community stakeholders
- Providing a team of dedicated project managers to support an implementation infrastructure centered in continuous improvement, adaptive learning, and leadership

To accomplish this, 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 non-profit organization.

### Project Management Overview

At the heart of any solid collective impact infrastructure is an empowered lead agency with dedicated project management staff and technical experts. This dedicated team provides the backbone support to both the governing and the implementation structure. The project management and technical teams are responsible for holding and communicating the vision for all stakeholders and creating a culture of transformative learning, evaluation, and adaptive programming. The lead agency and project management team are responsible for not only adhering to CoC mandated activities but must also support an intentional change process that reinforces the shared vision, annual goals, and system priorities. The project management team must be data-driven, focused on performance, and centered in compassionate, transparent, and inclusive practices. The project management team is responsible for moving annual strategies forward, examining data and supporting a robust data culture, elevating and incorporating equitable practices, and supporting continuous improvement and refinement.

### Senior Project Manager Position Summary and Key Responsibilities

This position will prioritize and advance racial equity in all projects and will be intentional in engaging and collaborating with communities of color and persons with lived experience.

The Senior Project Manager is a grant funded position that is renewable annually. The position plays a key role in a small, dynamic, and highly collaborative organization. The Senior Project Manager works closely with the Director of System Strategy to support a collective impact



approach around fostering a shared and common agenda, a shared measurement system that aligns with the common agenda, and strong backbone support through project management and facilitation with the purpose of ensuring alignment and implementation of the Community Plan to End Homelessness and CoC goals. This position is essential to building and supporting an infrastructure of continuous communication to ensure a shared commitment to ending homelessness. This includes consistent and open communication across multiple stakeholders, community partners, and project managers to build trust, transparency, and efficiently share progress, challenges, and best practices. This position is part of the Planning and Project Management Team and uses data to inform and drive decision-making and ensure equitable access to resources.

Specifically, the Senior Project Manager will:

- Lead a team of 2-3 project managers, provide strategic direction, oversight, and support shared accountability, performance, and alignment to the CoC annual priorities
- Develop and maintain annual workplans for annual projects defining key goals, objectives, benchmarks, metrics, and timelines for implementation and completion
- Develop, review, and manage project charters for key projects to ensure alignment to annual priorities and to support implementation
- Actively recruit and support participation in workgroups with a commitment to inclusivity, equity, and engagement of those with lived experience
- Facilitate workgroups to support implementation of annual strategies, test and pilot interventions, and enhance adherence to a common agenda and mutually reinforcing activities
- Actively mediate and practice transformative conflict resolution to support an intentional and engaging change management process
- Implement open, transparent communication strategies within the organization, across organizations, and with key partners and stakeholders to ensure awareness and alignment around projects
- Actively develop and maintain positive, collaborative relationships with key partners and stakeholders
- Prepare work products to support annual projects (workflows, policies, standard operating procedures, MOU's, presentations, training curriculum/ content)

While projects will be determined annually to align with the Indianapolis Community Plan to End Homelessness and the CoC priorities, there are four key areas of expertise we are looking for in a candidate:

- 1) Prioritizing and advancing racial equity strategies across the CoC in collaboration with the Blueprint Council and implementation workgroups.
- 2) Supporting ongoing learning, onboarding, and training across the CoC to create a culture and infrastructure of continuous improvement, professional development, and skill building through peer-learning and our online learning management system (LMS).



- 3) Advancing and expanding alignment and best practices of key housing interventions to improve system performance and outcomes, specifically related to adherence to program models and improving housing placement and housing stability
- 4) Collaborating with the City of Indianapolis, as the CoC Collaborative Applicant, to support annual HUD requirements under the CoC Notice of Funding Opportunity (NOFO) and to ensure alignment with local planning priorities, reporting, and performance.

#### Professional Experience and Qualifications

CHIP is looking for a passionate, enthusiastic, results-oriented individual who has the leadership, management, and expertise to advance our collective impact work. CHIP staff must be adaptable, creative, and strategic thinkers. CHIP staff must align with the values and vision of the organization, including a belief in Housing First and a commitment to advancing equitable practices and solutions.

#### Experience/ Education:

- 3 years minimum of prior work experience that includes project management, supervision, and subject matter expertise in the areas listed above
- Bachelor's degree preferred, but experience and certifications, such as Project Management Professional, Six Sigma, or others may be a substitute for education.
- Experience working with federal Department of Housing and Urban Development (HUD) grants
- Strong working knowledge of systems change, community partnerships, and collective impact. Experience working in homeless and/or housing sector preferred.

#### Skills:

- Change management
- Action-oriented facilitation
- Project planning and time management
- Subject matter expertise
- Critical thought and problem-solving
- Appreciative inquiry and transformative conflict resolution
- Analytical
- Strong interpersonal, written, and verbal communication style
- Ability to translate ideas into action and data into practice

#### Work Culture and Environment

CHIP has a creative, dynamic team and is dedicated to attracting and fostering talented and diverse individuals who reflect the communities being served and the communities most impacted by homelessness. CHIP has adopted a hybrid work environment that includes both a virtual and in-office structure. CHIP staff are highly encouraged to be in the office and/or in community at least 2 days a week. The CHIP office is located in a house in Fountain Square located off the Red Line and cultivates a workspace that is collaborative, high energy, flexible, accessible, and creative. To support staff and provide time to renew and refresh, the CHIP offices are closed twice a year for paid holidays- one week in July and one week in December.



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CHIP offers generous benefits, competitive salaries, and supports professional and personal growth.

**Position Leader:** Director of System Strategy

**Position Leads:** 2-3 Project Managers

**Salary Range:** \$60,000-\$65,000

**Benefits:** This position is eligible for a comprehensive benefits package, which includes medical, dental, 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.

**Qualified candidates should apply by sending a cover letter and resume to:**

[cgelback-diaz@chipindy.org](mailto:cgelback-diaz@chipindy.org)

**Please reference the position title in the subject line of the e-mail.**

*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, use of gender inclusive and person-centered language, and cultural awareness and sensitivity.*