



COALITION FOR
HOMELESSNESS
INTERVENTION
& PREVENTION

HMIS Administrator

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 creating a more accessible, inclusive, and equitable homeless response system, CHIP supports a collective impact approach to addressing homelessness through the following:

- Uniting the Indianapolis community around a shared vision for change.
- Developing and operating a shared data management system to better understand homelessness, measure progress, and improve outcomes.
- Mobilizing diverse stakeholders and community partners to work in a more coordinated, collaborative way to expand and scale housing and services for people experiencing homelessness.
- Supporting open, transparent, and continuous communication to increase awareness about homelessness, create buy-in to solutions, and foster greater trust among partners and key stakeholders.
- Advocating for policy change and funding alignment to support solutions to homelessness.
- Serving as the backbone agency for the Indianapolis Continuum of Care (CoC) with dedicated staff to project manage key priorities and strategies in the Community Plan to End Homelessness.

To accomplish this, CHIP defines success through our mission to:

Mobilize, advocate, and empower community collaboration toward ending homelessness and to foster an effective system of homelessness prevention and intervention in the greater Indianapolis area.

CHIP is a small, Indianapolis-based non-profit organization that serves as the planning and data lead for the network of agencies providing direct service to individuals and families experiencing homelessness. We serve as both the Homeless Management Information System (HMIS) and Coordinated Entry System (CES) lead for the Indianapolis Continuum of Care. CHIP is working to enhance the quality and use of data to drive system change, improve performance, inform practice and policy, and ultimately elevate impact across our homeless response system.

HMIS Administrator Position Summary and Key Responsibilities

The HMIS Administrator position is a HUD grant funded position that is renewable annually. This position serves as a key role in a small, dynamic, and highly collaborative organization. The HMIS Administrator will work closely with the Data Analytics and Operations Team to streamline HMIS operations, create greater efficiencies in HMIS support and training, ensure continual



improvement based on end user experience and ensure the system is compliant with local and federal requirements.

System Administration

- Manage functions of HMIS system administration, which includes ensuring software performance, end user setup, project setup, completing annual user review of HMIS, conducting end user hardware reviews and managing HMIS software updates and fixes
- Ensure and monitor HMIS system security
- Assist in monitoring performance of contractual partners, including the direct management of custom projects associated with HMIS, budgets and contract compliancy.

Training and Helpdesk Support

- Assist the HMIS Team in developing, implementing, managing and updating a comprehensive training system
- Work collaboratively with HMIS Team to support project managers and community partners and to build capacity around organizational data management
- Provide technical assistance and cross training to other team members
- Engage in cross-team and cross-agency activities to enhance data literacy and to support a strong data culture
- Manage and maintain the HMIS helpdesk ticketing system, providing high quality end user support
- Respond to and resolve end user issues, participate in HMIS User Group meetings for end user engagement and feedback, and act as the point of contact for HMIS questions
- Assist in clarifying the role and impact of every provider in/on CES and HMIS through trainings, communication, and engagement with provider partners

Technical Expertise

- Maintain strong technical expertise around guidelines for the implementation of HMIS, HMIS data and technical standards, federal tracking and reporting and the HMIS software package
- Maintain ongoing working knowledge of programs, funding streams and participation requirements for programs serving individuals at-risk of or experiencing homelessness
- Review national research, engage in peer-to-peer learning, and bring best practices to the HMIS team and to support community partners around data quality and data standards

Data Analysis and Reporting

- Support federal reporting requirements (i.e. Housing Inventory Count, Longitudinal Systems Analysis, Annual Performance Report, Point-In-Time Count)



Professional Experience and Qualifications

The ideal candidate for this position must be creative, goal oriented, demonstrate excellent customer service skills, and be comfortable with utilizing multiple technical platforms. This is a position that works closely with end users to the HMIS. To be successful, this candidate must be able to work within a team as well as independently and must have outstanding communication skills (verbal, written, and interpersonal).

Experience

- 1-3 years' experience in a related position required (computer science, database management and analytics, etc.)
- Evidence of experience in system administration and/or client database management is desired
- Familiarity with Homeless Management Information Systems (HMIS), especially ClientTrack, strongly preferred.

Attributes

- Detail oriented and organized
- Critical thinker and curious
- Analytical and logical
- Eager to learn
- Disciplined and diligent
- Collaborative and hands-on
- Creative and imaginative
- Adaptable and flexible
- Dependable
- Team-oriented
- Strong project and time management skills

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 required to be in the office and/or in the community at least two days a week.

The CHIP office is located in an old house with an open office concept just off the Red Line in Fountain Square. The workspace is meant to create a collaborative, inclusive, and inspiring vibe.

CHIP offers generous benefits, competitive salaries, and supports professional and personal growth. To further support staff and provide time for renewal and rest, CHIP closes the office twice a year for paid holidays- one week in July and one week in December.



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Position Leader: Director of System Strategy

Salary: \$47,000 - \$50,000

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 (pro-rated based on hire date); and 5.77 hours of PTO accrued per pay period.

Candidates should apply by sending a cover letter detailing their interest and applicable experience 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, use of gender inclusive and person-centered language, and cultural awareness and sensitivity.

If you do not meet every requirement but feel you are a good overall match and are excited about this opportunity, we encourage you to apply. Individuals with lived experience are encouraged to apply.

Safeguarding our team members is an important part of how we ensure 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.