



COALITION FOR
HOMELESSNESS
INTERVENTION
& PREVENTION

CHIP partners with the Indianapolis community to advance a shared vision to end homelessness by inspiring collective action and advocating for permanent housing solutions.

Our shared vision is of an Indianapolis where everyone has a safe, stable, and affordable home and is embraced by compassionate care and an inclusive community.

Chief Operations Officer

Position Summary

The Chief Operations Officer (COO) is a key executive leadership position reporting directly to the CEO. The COO is responsible for leading and implementing the day-to-day operations and internal priorities to support the strategic initiatives and goals of the organization. The Chief Operations Officer is responsible for overseeing staff growth, development, and performance, fostering a healthy organizational culture that supports the mission of the organization and the well-being of the team. Along with the Chief Executive Officer and members of the executive leadership team, the Chief Operations Officer serves as a public face of the organization to internal and external stakeholders and, as such, must operate with the highest level of integrity, credibility, accountability, and professionalism.

Essential Position Duties & Responsibilities

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

(1) Lead and oversee the internal operations of the organization.

- Ensure smooth overall organizational operations by leading and setting clear expectations and workflows for the team
- Ensure organizational compliance with all federal and state regulations and requirements.
- Maintain annual compliance filings and record keeping for all appropriate local, state, and federal filings.
- Provide effective oversight and management of vendor and consultant contract agreements, including invoicing and grant compliance.
- Ensure the maintenance and environmental well-being of all CHIP facilities and workspaces
- Support and supervise internal administration/support functions, including operations, finance, human resources, and technology.
- Review and update CHIP policies and procedures, ensuring legal compliance and consistency and collaborate with United Way of Central Indiana on shared policies and procedures.
- Collaborate with the CEO and executive leadership team about organizational, operational, and infrastructure issues, opportunities, and challenges.

(2) Build and inspire a high-performing team that is aligned with CHIP's mission, values, and strategic priorities.

- Provide leadership and mentorship to the operations team in all areas- coaching, mentorship, setting high expectations and performance goals, and holding shared accountability.

- Develop and implement a robust and comprehensive onboarding program for new staff members, including performance tools and professional development expectations.
- Foster a culture of collaboration, innovation, continuous learning, growth and development, and quality improvement.
- Develop, identify, secure, and/or lead relevant and meaningful training and professional development opportunities for all staff members, including team development training for the various teams.
- Develop, implement, and oversee performance metrics and evaluation tools to track and meet annual organizational and operational goals.
- Oversee and report on the implementation, progress, and performance of the strategic plan

(3) Strengthen and oversee human resource functions for the organization

- Work collaboratively with United Way of Central Indiana and external consultants to ensure alignment and compliance with HR best practices
- Oversee CHIP recruiting, hiring, onboarding, and termination processes
- Facilitate conflict resolution practices within the organization
- Manage annual performance review processes
- Facilitate salary analysis, benchmarking, and growth pathways

(4) Provide strategic grant management and effective financial oversight.

- Collaborate with the finance team and Finance Committee to ensure timely annual budget development, alignment of strategic initiatives, and oversight of budget spending.
- Work with the finance team to provide monthly financial reports and quarterly reviews of allocations and year-to-date spending.
- Initiate the annual audit and required financial reporting, providing direct management and assistance throughout the audit process.
- Work with the Chief Development Officer to support new grant initiatives through industry research, proposal development, and ongoing advising.
- Work with all leadership team members to ensure the completion of grant/contract reports, progress monitoring, data collection, program evaluation, and compilation of program work plans. These are essential responsibilities to ensure the delivery of high-quality programs/services.

(5) Engage in executive leadership team support, collaboration, and strategy oversight

- Collaborate with the CEO, the Board, and the board committees to operationalize and implement the organization's strategic plan and vision.
- Lead the program and operations team's annual planning and budget process to ensure alignment with the organization's goals and strategic priorities.
- Provide regular updates to the CEO and leadership team on individual, team, and organizational goals, progress, and challenges to ensure accountability and high performance
- Build data visualizations and annual reporting to demonstrate CHIP's successes, progress, and performance

Critical and Demonstratable Skills

Ideal candidates will possess and demonstrate the following multifaceted skillset to ensure alignment with the organizational culture and to effectively perform the role of Chief Operating Officer:

- Strong facilitative leadership
- Strategic and creative thinking
- Decisiveness and ability to delegate
- Mediation and conflict resolution skills
- Performance and results-driven
- Proven experience in change management
- Strong problem-solving ability
- Data-driven with strong analytical skills
- High attention to detail and quality work products
- Highly effective communication and interpersonal skills
- Financial acumen
- Continuous quality and process improvement experience
- Robust stakeholder and relationship management
- Strong time management and priority management
- Tech savvy and proficient in multiple systems and platforms
- High social-emotional intelligence and self-awareness
- Curiosity
- Growth mindset

Education and/or Experience

Education and experience requirements include: a bachelor's degree from a four-year college or university, with a preference for a master's degree in a related field and five years of experience in human resources, non-profit management, business, or organizational leadership. Non-profit leadership experience is strongly preferred. Experience managing teams is required.

Organizational Overview

The Coalition for Homelessness Intervention and Prevention (CHIP) is an Indianapolis-based non-profit organization that serves as the planning and data lead for the network of agencies providing services and housing to individuals and families experiencing homelessness. For over 30 years, CHIP has inspired a coordinated, community-wide effort to make homelessness rare, brief, and non-recurring 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:

- Provides leadership and strategic direction to more effectively advance a coordinated response to homelessness and housing across Indianapolis.
- Unites stakeholders, partner organizations, and community leaders around a shared vision for systems change and greater impact.
- Serves as the data hub for Indianapolis and provides data to elevate impact and performance.
- Drives the narrative around homelessness and increases awareness, education, and engagement across the public, private, and philanthropic sectors.
- Advocates for policy change and policy alignment to advance and scale solutions to homelessness.

- Enhances the capacity network of providers and partners working across the homeless response system through community-building, training, facilitative leadership, and continuous quality improvement.
- Serves 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.

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 flexible, hybrid work environment that includes remote, community-based, and in-office schedules. CHIP staff are required to be in the office a minimum of two days a week. 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.

Position Leader: Chief Executive Officer

Position Leads: Operations Coordinator/Manager, Interns, Fellows

Salary: Mid-to-high \$80's

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; and 18 days Paid Time Off (PTO).

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.

CHIP - Equal Opportunity Employer