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.
We work to realize a vision of an Indianapolis where everyone has a safe, stable, and affordable home and is embraced by compassionate care and an inclusive community.

Streets to Home Administrator

Position Summary

CHIP is seeking a Streets to Home Administrator to help us achieve our mission of ending homelessness in Indianapolis by supporting case managers and providing administrative support to the Streets to Home Initiative (STH).

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 under this role.

Case Manager Support

- Coordinate; record notes for; conduct follow ups for; and as needed, facilitate case conferencing for STH and affiliated workgroups; in collaboration with CHIP's Coordinated Entry team.
- Coordinate logistics for timely Case Manager onboarding and training.
- Work with case management leaders in various partner organizations to develop STH policies, workflows, forms, and other programmatic documents.
- Work closely with CHIP's Contracts & Grants Manager to ensure STH contractors are providing the required services.
- Review case management notes in the Homeless Management Information System (HMIS) to ensure adequate and accurate interactions are being logged.

Site Closure Follow Up

- Develop accurate post-site closure reports for various internal and external audiences.
- Perform regular checks on closed sites to monitor closure maintenance efforts.
- Coordinate closed site rejuvenation efforts with community partners.

Program Administration

- Coordinate the completion and submission of STH grant applications we are asked to submit.
- Coordinate and support the writing and submission of STH grant reports.
- Manage, and ensure prompt replies from the STH email inbox.

- Check the STH website regularly to ensure accurate, up-to-date information is provided and submit changes as necessary.
- Ensure STH data in HMIS is entered appropriately, is up to date, and matches program data.
- Identify and work closely with CHIP's HMIS team to address any data entry or data quality issues for STH.
- Draft / prepare presentation materials for STH Director and CEO.
- Track, review and approve contractor invoices for completion of specific activities.
- Provide logistical support, record notes, and conduct follow-up for STH partner meetings.

Critical and Demonstrable Skills

- Excellent organizational skills, with the ability to manage multiple simultaneous projects and deadlines.
- Good judgement and ability to identify and communicate key issues from partner meetings to the STH Director.
- High level of self-direction; the ability to independently accomplish deliverables and ensure actions are aligned with program goals and strategies.
- High level of attention to detail and accuracy in work products.
- Outstanding communication and interpersonal skills.
- Effective planning skills, with the ability to successfully manage a project from start to finish within established timeframes and goals.
- Tech savvy with at least intermediate skills in Excel and Word; willing to learn new systems as needed.

Required Education and/or Experience

A bachelor's degree in social services, social work, psychology, or similar field.

Two years' full-time work experience in a relevant field. Experience in both an office / administrative setting and in a client-facing human services role are required.

CHIP will accept an equivalent combination of education, experience, and proven communication and facilitation skills - including time as a peer support specialist.

Individuals with lived experience of homelessness or housing instability are encouraged to apply.

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 and/or in the community for 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: Streets to Home Director
Position Leads: none
Salary: $55,000-$60,000. Candidates who meet the minimum requirements will start at the low end of this range.

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 12 paid holidays; and 20 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*