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 (STHI) Housing Navigator

Position Summary: CHIP is seeking a skilled and dedicated person to help us achieve our mission of ending homelessness in Indianapolis by seamlessly linking individuals in the community to the Streets to Home Initiative. This position will provide client facing housing navigation to Streets to Home participants in coordination with the Streets to Home Director.

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.

Client Engagement and Housing Navigation

- Working with an assigned partner, conduct professional street housing navigation:
    - Engage unsheltered individuals, verify homelessness, assess needs, provide resources and services, including assisting with crisis management and connecting clients to additional services in the community.
- Communicate with clients in an empathetic and supportive way to inform them of their housing options and honor their perspective as they navigate case management and housing systems.
- Participate in locating clients, including contacting shelters, outreach personnel, and HMIS case management lists.
- Obtain vital documents to prepare clients for housing applications, including IDs, Driver's Licenses, social security cards, birth certificates, paystubs, homelessness verifications, etc.
- Administer Coordinated Entry System assessments to facilitate housing placement for clients according to guidelines established by the Continuum of Care (CoC), including recording all required Coordinated Entry documentation.
- Transport clients and their belongings using your personal vehicle, and arrange for rides to shelter, medical, mental health and employment related services and appointments.

- Assist clients in finding housing that fits their situation and needs, including assessing and addressing barriers to housing, applying for units, showing clients available units, and attending lease signings with clients.
- Assist in completing required housing paperwork, and serve as a liaison between the program, client, case manager, and landlord to support housing stability throughout the program.

Collaborative Solution Finding

- Support the coordination of treatment planning and goal setting with clients within a multidisciplinary team.
- Participate in community meetings that match individuals experiencing homelessness with housing opportunities.
- Follow up on all referrals and coordinate with the outreach teams in the area as well as other providers to ensure continuity of care for clients
- Participate in team and staff meetings to brainstorm, identify resources, and address issues faced by STH clients.
- Develop and maintain excellent working relationships with community partners and work collaboratively to identify and improve service delivery processes and procedures. Adhere to client confidentiality policies and procedures.

Data Entry

- Collect required documentation that supports client eligibility for housing programs.
- Ensure all data is entered accurately including interactions and contact attempts into the Homeless Management Information System (HMIS) and provide regular reporting to supervisor.
- Utilize HMIS to record outcomes necessary for program functioning and evaluation.

General

- Seek opportunities for continuous improvement and implement process changes to increase effectiveness and/or efficiency in work activities.
- Seek professional development to keep up with the field of interest for your program.
- Attend and contribute to regular team and staff meetings.
- Maintain current 'how-to' guides or standard operating procedures for your key job activities.
- Actively build and maintain positive working relationships with partner agencies and other external stakeholders.
- Represent CHIP in external presentations, on committees, and at events and conferences.

Education & Experience

- Associate's degree or higher preferred in related field (social work, sociology, human services, psychology, child and family development, etc..)

- 2 years' experience navigating homelessness and/or social service systems
- 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.

Knowledge/Skills/Abilities

- Ability to quickly build rapport with clients, creating a safe emotional and conversational space for all persons experiencing homelessness regardless of race, ethnicity, gender, sexual orientation, disability, socioeconomic status, and appearance.
- Understanding of how various systems in our society contribute to homelessness
- Flexibility and ability to adapt to a changing environment.
- Organization, detail orientation, and ability to enter data and documentation completely and in a timely manner.
- Persistence, resilience, and creativity in engaging with clients.
- Proficient in using Microsoft Office Suite, and in using an electronic case management system
- Ability to use personal vehicle to transport clients and their belongings
- Excellent verbal and written communication skills
- Knowledge about social service and nonprofit organizations

Work Culture & 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. 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.

This position requires work outdoors with extensive exposure to weather conditions. It requires extensive physical demands, including walking and standing for prolonged periods, bending and stooping, and navigating a variety of terrains. This position requires the ability to lift objects weighing 25 pounds or more.

This is a full-time, salaried position that works 37.5 hours per week. Workdays will vary depending on the needs in the field, and this position requires the ability to be flexible in your schedule, including early mornings or evenings. The Streets to Home Director will work with you to plan as far ahead as feasible regarding scheduling needs.

Must pass a criminal background check in accordance with CHIP Indy's operating protocol. Must have and maintain a valid drivers' license and acceptable driving record.

Position Supervises: None

Position Reports To: Streets to Home Director

Compensation: Pay range starts at $48,000 for those who meet the requirements above.

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 employees 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*