

Newcap, Inc.

JOB DESCRIPTION

JOB TITLE: Housing Intake Coach

FLSA STATUS: Non-Exempt

JOB GRADE: Full-Time

REPORTS TO: Case Manager Supervisor

GENERAL SUMMARY:

- ❖ Provide Coordinated Entry services to those that meet the Housing and Urban Development (HUD) homeless categories, and works with street outreach teams to build relationships with people experiencing homelessness, provides advocacy for housing, and assists with connection to benefits and housing. Provides access to shelter and motel voucher options, along with access to other Newcap and community programming.

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Exceptional Communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic having the needs of the organization and the clients as the primary priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Provide intake services to those who present in-person
- ❖ Refer to appropriate agencies or begin application process by sending application packet.

- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Provides support and direction for people as they transition from homelessness to housing

Collaboration

- ❖ Works collaboratively with the community to ensure access to Coordinated Entry
- ❖ Provides advocacy for participants experiencing homelessness when they encounter barriers at housing providers and shelters.
- ❖ Works with social services partners, outreach teams, schools, and all other agencies in the community to locate and keep track of the location of the most vulnerable clients to allow for a quicker entry into housing.
- ❖ Establishes and maintains positive, productive working relationships with mental health programs, shelter programs, law enforcement, as well as providers of services and resources to homeless participants.
- ❖ Attends team meetings, case conferences, training workshops, and community meetings as needed regarding client access to Coordinated Entry.
- ❖ Participate in Emergency Management activities as needed.

Client Focused

- ❖ Ensure that Newcap's Coordinated Entry services are Housing First orientated, such that people are housed quickly without preconditions or service participation requirements
- ❖ Maintain a person-centered, client driven Coordinated Entry process for clients
- ❖ Provide in person and virtual/phone access to Coordinated Entry, motel vouchers, and other community programming
- ❖ Utilizes and represents the No Wrong Door philosophy at Newcap
- ❖ Conduct Coordinated Entry screening, assessments, and complete necessary paperwork with client for referral

Data Collection:

- ❖ Compliance with Homeless Management Information System (HMIS) policies and procedures.
- ❖ Must complete HMIS training and gain access to HMIS system.
- ❖ Utilize and maintain Coordinated Entry data in agency database to ensure compliance with data standards and record-keeping
- ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.
- ❖ Have a clear understanding of data requirements for CSBG reporting and program.
- ❖ Upload client documentation into internal database and HMIS
- ❖ Input Coordinated Entry referrals into internal database and HMIS

Outreach:

- ❖ Participate in client outreach activities, including but not limited to being a member of the Homeless Outreach Team, conducting park outreach, and responding to inquiries for Coordinated Entry assistance in the community for the unsheltered and at-risk population.

Responsible for other duties as assigned or required.

WORKING CONDITIONS:

This work is generally performed in an office environment and in Brown County. Some overnight and out of state travel may be required.

EFFORT:

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting to 25 pounds, reaching, and climbing.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone.

MINIMUM QUALIFICATIONS:

- ❖ Post-secondary education in social work, business, communication, public administration, human-service related field or 2 years in a human service-related field and working with HUD, HMIS, housing, or vulnerable population preferred.
- ❖ Previous experience in data entry or equivalent experience in a related field a plus
- ❖ Proficient in Microsoft Word and Excel
- ❖ Attention to detail
- ❖ Excellent communication and organizational skill

A combination of education, training and experience that results in demonstrated competency performing the work may be substituted.

ABILITIES REQUIRED:

- ❖ Ability to read, write using proper grammar/punctuation, and communicate effectively
- ❖ Possess organizational, planning and analytical skills.
- ❖ Computer skills
- ❖ Experience with word processing, spreadsheets, scheduling, project management, presentations.
- ❖ Ability to perform tasks with minimal supervision or oversight.
- ❖ Ability to work with individuals in a respectful and nonjudgmental manner
- ❖ Work collaboratively with Newcap coaching team to maximize experience for client and family

SPECIAL REQUIREMENTS:

- ❖ Must possess a valid driver's license.
- ❖ All staff must undergo a background check.
- ❖ Must be able to maintain the confidentiality of any information encountered.

PHYSICAL DEMANDS:

Employee must be able to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Approved:

Employee Date

Supervisor Date

Human Resources Date

President/C.E.O. Date