

Newcap, Inc.

JOB DESCRIPTION

JOB TITLE: Housing Stability Coach

FLSA STATUS: Exempt

JOB GRADE: Non-Exempt- Full-Time

REPORTS TO: Case Manager Supervisor

GENERAL SUMMARY:

- ❖ Work with households who are experiencing homelessness or at immediate risk of homelessness to obtain and maintain housing stability.
- ❖ Work with clients on a one-on-one basis to provide education, guidance and referrals tailored to each client's unique circumstances.
- ❖ Effectively use databases to ensure compliance with data standards and record-keeping.

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:

Coaching

- ❖ Work with clients on a one-on-one basis to provide education, guidance and referrals tailored to each client's unique circumstances.
- ❖ Assist and coach clients with job search, job placement, interview preparation, resume modification, and promote job retention

- ❖ Collaborate with Newcap Coaching Team to connect client and client's family to all programs and resources they need to achieve their goals and dreams
- ❖ Work with household to maintain housing stability with permanent housing.

Record Keeping:

- ❖ Effectively use HUD tools and ensure compliance with data standards and record-keeping as required by HUD.
- ❖ Evaluate applicant eligibility for housing assistance programs.
- ❖ Explain housing programs to applicants.
- ❖ Evaluate/verify applications for accuracy.
- ❖ Mail application packets to clients after initial eligibility is completed within 24 hours.
- ❖ Complete rental calculations for households to determine tenant payments
- ❖ Complete annual paperwork ensure accuracy.
- ❖ Accurately maintain housing assistance payment calculations, including monthly reconciliation with accounting and housing management, monthly reports, and semi-annual notification to tenants.
- ❖ Maintain documentation, conduct record keeping electrically and on paper
- ❖ Follow all Coordinated Entry policies and procedures and Order of Priority set by the WIBOSCOC.

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Maintain relationships and network with other community-based service providers.
- ❖ Enter all information into Captain database.
- ❖ Responsible for other duties as assigned or required

Outreach

- ❖ Housing and homeless service providers and housing team.
- ❖ Develops outreach programs and strategies to bring awareness of Newcap and our services
- ❖ Serve as the primary point of contact for landlords concerns and complaints, acting as a liaison to between the household and the landlord.

Tenant Education

- ❖ Educate households in their search for housing such as identifying housing, filling out rental applications, interpreting leases and understanding tenant right and responsibilities
- ❖ Work with clients on a one-on-one basis to provide education, guidance and referrals tailored to each client's unique circumstances.
- ❖ Teach and model landlord relationship building and communication

WORKING CONDITIONS:

This work is generally performed in an office environment and the communities located 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:

- Bachelor's degree in Social Work, Human or Child and Family Development, Early Childhood Education, or a related field and 2 years work experience in a social service related field.
- If no Bachelor's degree, then an Associate's degree is required along with 2 years work experience in a social service related field.
- Experience working in shelter setting
- Experience or ability to main records, prepare written documents, reports, and other materials both hard copies and electronically.
- Experience working with homeless individuals and families is desired.
- Knowledge of the Housing First philosophy, preferred

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
- ❖ Ability to understand and accurately implement program rules, regulations, and guidelines

Newcap, Inc., is an Equal Opportunity Employer.

- ❖ Ability to complete well-organized case files.

SPECIAL REQUIREMENTS:

- ❖ Must possess a valid driver's license.
- ❖ All Newcap 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