

Newcap Inc.

Housing Stability Coach

Job Details

\$20.00/hour
Full-time
Non-Exempt

Oconto, WI

Job Purpose

Newcap is a community action agency equipping low-income citizens with the tools and potential for achieving economic security. We are seeking to add a **Housing Stability Coach** to our growing team at Newcap where we are embracing a Whole Family Approach. Meeting families not where they are – but **where they dream**.

You will not be bored with us! Housing Stability Coaches work with households who are experiencing homelessness or are at immediate risk of homelessness to obtain and maintain housing stability. They work with clients on a one-on-one basis to provide education, guidance, and referrals tailored to teach client's unique circumstances. They effectively use databases to ensure compliance with data standards and record-keeping.

Why Join Newcap?

Newcap, Inc. is a private non-profit Community Action Agency whose mission since 1965 is to move people from poverty to opportunities and economic security while enhancing community development. This means you not only make a living, but you get to do good too. If you have ever wanted to make a difference every day, this is the place for you.

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Essential Duties and Tasks

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

Abilities and Qualifications:

- 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
- Ability to complete well-organized case files.
- 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
- 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

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

Benefits:

You bring the skills, experience, and awesome attitude – what do we give back?

In addition to being part of a \$20 million (and growing) 10 county organization where over 97% of our 125+ staff say, “we make a substantive difference in our community,” We offer:

- Full time, stable, year-round work
- Flexible workweek
- Over 4 weeks of paid time off in year one
- 16 paid holidays
- Medical insurance with very low premiums for you AND your family (they are our family too)
- Dental insurance that has no premium after the first year if two dental cleanings per year per participant are completed and documented
- Retirement plan with match and 100% vesting from first contribution
- Vision insurance
- HSA contributions
- Wellness program
- Disability coverage
- Employee Assistance Program
- Ongoing training and education
- Employee and family events
- Family friendly, family minded organization ... and the people who work here

Pay: \$20.00 per hour

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every single qualification. At Newcap we are dedicated to building a diverse, inclusive, and authentic workplace. So, if you're excited about this role but your experience doesn't align

perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles.

Newcap is an equal opportunity employer