

Newcap, Inc.
1201 Main Street
Oconto, WI 54153
www.newcap.org

JOB DESCRIPTION

JOB TITLE: Community Advocate
RESPONSIBLE TO: Housing Director
CLASSIFICATION: Non-Exempt
WORKSITE: Oconto

PRIMARY RESPONSIBILITY:

Responsible for enrolling participants in the CoC DV Rapid Re-Housing Program, providing case management, creating a housing stability plan, and to find individualized services that fit participants' needs to gain economic stability.

SKILLS/ABILITIES:

- Must have analytical skills and abilities
- Must have a high degree of computer operation skills
- Must have the ability to handle multiple tasks
- Must possess a high level of interpersonal skills
- Must have excellent verbal and written communication skills
- Must have the ability to work under pressure and meet deadlines
- Must have the ability to maintain confidentiality
- Must possess the ability to maintain accountability and work independently
- Must have a high degree of dependability, organizational skills, and display high level of integrity and ethical standards
- Must have the ability to exercise independent judgement
- Must have the ability to follow instructions
- Must have the ability to foster teamwork within the department and organization

SCOPE OF RESPONSIBILITY:

Individual:

- Attend workshops, in-service training, conferences and meetings as assigned.
- Comply with all agency policies and procedures.
- Responsible for attending Housing Department staff meetings
- Accept other duties as assigned
- Ambassador for Newcap, Inc., along with all employees and responsible for marketing/promoting the organization and its program both internally and externally

Newcap, Inc., is an Equal Opportunity Employer.

4.1.2019

OBLIGATIONS:

- Advocate for and empower domestic violence victims as they search for supportive and/or independent housing and provide oversight of internal housing programs.
- Locate affordable housing for participants and assist participants with moving into their unit. Negotiate leases and rent amount with prospective landlords on an ongoing basis.
- Assist families with moving into their assisted unit and coordinate with area service providers to ensure the family obtains household necessities.
- Assess client's needs on a weekly basis and link specific services to the client in order to assist the family in working toward maintaining housing and self-determination.
- Develop a detailed service plan outlining the specific services, such as employment, training, education, finances, life skills, and counseling.
- Establish and maintain at least weekly home visits with participating families to monitor their progress toward completing their plan in Brown County.
- Locate affordable housing for program participants and assist with moving into their unit.
- Negotiate leases and rent amount with prospective landlords on an ongoing basis.
- Develop and maintain strong working relationships with landlords in the service area.
- Mediate issues between landlord and participant to maintain housing stability.
- Responsible for all duties related to the administration of the CoC DV Rapid Re-Housing program.
- Assist applicants with completing the application process.
- Help participants create support systems and participate in the community as they desire.
- Help participants learn to live in housing, maintain their housing in a safe manner, get along with fellow tenants and the landlord
- Provide assistance with home maintenance and interpersonal issues as needed.
- Work with the Housing Inspector to ensure units are following HUD's Housing Quality Standards. Make sure landlords complete necessary repairs on a timely basis.
- Accurately maintain housing assistance payment calculations, including monthly reconciliation with accounting and housing management, monthly reports, and semi-annual notification to tenants.
- Develop and maintain a strong working relationship with various service provider agencies to ensure smooth referrals of clients and follow up on referrals to ensure that adequate and appropriate services are being provided.
- Develop community partnerships and effectively market programs.
- Maintain regular contact with the Lead Housing Case Manager & Housing Director to apprise him/her of client progress and to assist in the resolution of potential problems.
- Complete well-organized case files that accurately reflect services provided.
- Complete paperwork and case notes accurately and on timely basis. Ensure that case notes "tell the story" of the program participant.
- Set up and maintain entries into CAPtain Database and in the HMIS database in a timely manner and ensure accuracy.
- Enter and maintain the data quality in the appropriate housing data base system.

- Be updated on all Newcap programs and other service agency programs to more efficiently help clients.
- Follow Coordinated Entry policies and procedures and Order of Priority set by the WIBOSCOC.

SKILLS AND QUALIFICATIONS:

- Ability to perform the above duties with minimal supervision.
- Knowledge of the dynamics of domestic violence, required.
- Trauma Informed training preferred.
- Strong knowledge of local housing programs and low-income community resources preferred.
- Excellent verbal and written communication skills to individuals and groups regardless of age or background.
- Ability to work using discretion and judgment concerning the ongoing operation of the Housing Program.
- Bachelor's Degree in social work or related human service field or at least three (3) years equivalent human service related experience.
- Must be able to utilize a computer and basic programs (e.g., Microsoft Word and Excel) and data entry systems for communication, documentation, and data tracking.
- Ability to travel to training sessions, which are sometimes overnight.
- Good organizational skills and must be flexible.
- Must have a valid driver's license and have access to a reliable car with insurance coverage.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; sit; talk; and hear.

Specific vision abilities regularly required by the job include close visions, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. This is a non-exempt, wage an hour position.

Please Note: Due to the large number of resumes received, only those applicants selected for interviews will be contacted.

Thank you for your interest in joining our Team!

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