**Newcap, Inc.**

**1201 Main Street**

**Oconto, WI 54153**

**www.newcap.org**

# JOB DESCRIPTION

JOB TITLE: Crisis Navigator

SUPERVISOR: Deputy CEO/Executive Vice President of Operations

CLASSIFICATION: Non-Exempt

WORKSITE: Green Bay

**JOB PURPOSE:**

The Crisis Navigator is responsible for assisting clients navigate Newcap’s Programs. Navigation includes linking clients to identified services, development of detailed service plans, and ongoing monitoring of client progress. The Crisis Navigator will work closely with all Newcap programs and services as well as other service provider agencies in the communities we serve.

**AGENCY EXPECTATIONS:**

1. Adhere to agency policy and procedures.
2. Perform duties as workload necessitates.
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. Meet productivity standards.
7. Attend annual Civil Rights training.
8. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
9. Must possess or be able to obtain within thirty (30) days of hire, a valid and appropriate state driver’s license along with access to a reliable car, with proof of insurance, and meeting the driving record requirements that Newcap follows for all employees who drive company vehicles.
10. Accept all other duties as assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

* Responsible for duties related to locating resources for applicants seeking services in each county
* Responsible for duties related to the follow up on clients that are seeking services. The Navigator will accomplish this by tracking clients through the central database (Captain) and providing case notes.
* Assess client’s needs by phone/in person and link specific services to the client in order to assist the family in working toward maintaining services and self-sufficiency.
* Develop a detailed service plan for the client outlining the specific services, such as employment, training, education, finances, and counseling. This information will be tracked by the Navigator in CAPTAIN.
* Develop 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.
* Complete paperwork, monthly reports, and case notes accurately and on timely basis.
* Maintain current knowledge of all Newcap programs and other service agency programs to more efficiently help clients.
* Assist with Foodshare and BadgerCare programs.

**COMPETENCIES, PERSONAL AND BEHAVORIAL REQUIREMENTS:**

* Ability to perform the above duties with minimal supervision; time management, reliable, dependable, prompt, organized, and multitask effectively.
* Excellent verbal and written communication skills with individuals and groups regardless of age or background; respectful and treat all people with dignity.
* Ability to work using discretion and judgment concerning the ongoing operation of the agency’s programs. Maintain complete confidentiality in all Newcap business-related matters.
* Highly proficient with Microsoft Office programs, the overall use of computers and general office equipment.
* Ability to connect with the community.
* Flexible, able to adapt to different situations, and problem-solving skills.
* Collaboration skills.
* Stress management/composure.
* Pleasant, professional, and courteous demeanor.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

* High school diploma.
* Minimum 1-3 years of Human Services experience and Administrative experience.

**PREFERRED EDUCATION:**

* Associate degree or specific coursework in a Human Services related field.
* Minimum of 1-3 years of local/state/federal program experience.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this 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 talk and hear, have the ability to lift up to 50 lbs., and will be frequently required to stand, walk, bend, stoop, grasp, kneel, and reach.

**TRAVEL:**

Ability to travel, with occasional overnight travel for training sessions.

**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 their job. Duties, responsibilities, and activities may change at any time with or without notice.