

**Newcap, Inc.
1201 Main Street
Oconto, WI 54153**

Job Title	Housing Stability Coach (OVC)
Department	Housing
Location	Green Bay Office
Job Grade	
Job Code	
Supervision	Case Manager Supervisor
FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-Time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern

GENERAL SUMMARY:

Provide comprehensive case management services to survivors of human trafficking. This position will work in collaboration with area providers that have expertise in the field of human trafficking to ensure that the survivors needs are met.

AGENCY EXPECTATIONS:

- ❖ Adhere to agency policy and procedures.
- ❖ Exceptional Communication and organizational skills.
- ❖ Maintain a positive and respectful attitude.
- ❖ Demonstrate flexible and efficient time management and ability to prioritize workload.
- ❖ Consistently report to work on time prepared to perform duties of position.
- ❖ Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- ❖ Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- ❖ Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- ❖ 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.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.

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- ❖ 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

Case Management:

- Make certain that all Newcap Housing Programs are Housing First so that people are housed quickly without preconditions or service participation requirements.
- Conduct housing search and placement services and supports
- Participate in regular meetings with the Case Manager Supervisor
- Provide crisis intervention services during business hours to clients who have been trafficked, as needed (some after hours interventions may be necessary)
- Provide case management and referrals to clients who have been trafficked, as needed
- Use a variety of methods to offer short term (up to 24 months) housing assistance to individuals or families who have experienced human trafficking
- Implement a thorough assessment with client, including a goal-oriented care plan.
- Develop realistic action plan with the client using autonomy
- Provide case management duties for at least 13 clients at any given time
- Effectively make decisions in non-standard situations.
- Exhibit independence, decisiveness, and responsibility.
- Clearly and persuasively communicate decisions and order to avert crisis.
- Maintain and update resource and referral list specific to the topic of human trafficking
- Ensure that all Newcap Housing programs are person-centered and safeguards client choice. Choice can include location and type of housing, level of services, and decisions related to the type of other supportive services.
- Provide clients with information about community resources, homeless programs and housing resources and assist them in identifying, evaluating, and connecting to those that best match their preferences.

Data Compliance and Reporting:

- Prepare case management related reports including but not limited to outcomes, successes, etc.
- Update case management and client files weekly
- Maintain clear, sufficient case notes on all clients.
- Collect and organize data into appropriate format for the Case Manager Supervisor and funders' database.
- Enter all clients into the agency database in a timely manner.
- Work collaboratively with Case Manager Supervisor, Housing Director, with other agency's staff, to meet program goals and performance targets.
- Review/Audit of client files to ensure case management plans address identified needs, are up-to-date and that data quality is maintained.
- Maintain related administrative record keeping and reporting systems as required by contracts.

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5/6/2020

Community Collaboration:

- Work with the human trafficking experts in the community to broaden advocacy response to human trafficking
- Serve as the agency representative to local, regional, and state level human trafficking coordinating bodies
- Attend program-related community, coalition, and committee meetings, as assigned.
- Advocate with other agencies on behalf of clients who have been trafficked, as needed
- Actively participate in client- and program-related meetings and training, including staff meetings.
- Maintain relationships with services providers, volunteers, staff and community members.

All other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Social Work or human-service related field. Work Experience may substitute required education on a year-by year basis.
- Knowledge and experience in the field of human trafficking, domestic violence, dating violence, sexual assault, and stalking preferred.
- Experience working with homeless individuals and families is desired.
- A basic understanding of poverty, its causes and conditions and its impact on individuals and communities is essential.
- Willing to work non-traditional hours and days to meet the needs of the position.
- Additional duties as assigned.
- Knowledge of the Housing First philosophy, preferred

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license
- All Newcap staff must undergo a background check
- Must be able to maintain confidentiality of information

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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