

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

Job Title	Outreach Coordinator
Department	Housing
Location	Green Bay
Job Grade	
Job Code	
Supervision	Housing 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:

The Outreach Coordinator position includes a large outreach component, canvassing the Brown County area, locating those that are homeless with mental health issues and developing trust built relationships with these individuals. Screening and intake, along with linking to mainstream resources is an important part of this position. Data entry into HMIS (Homeless Management Information System) is mandatory. Solid documentation skills will also be essential, as the Outreach Coordinator will be assisting the program participants in pursuing entitlements and housing needs. Networking with other agencies and stakeholders to offer unified and collaborative efforts to service homeless individuals and assist in the recovery process is also a component of this work.

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.

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Provide intake services to those who present in-person
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ 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

Collaboration

- ❖ Works collaboratively with the community to ensure access to Coordinated Entry
- ❖ Provides advocacy for participants experiencing homelessness when they encounter barriers at housing providers and shelters.
- ❖ Works with social services partners, outreach teams, schools, and all other agencies in the community to locate and keep track of the location of the most vulnerable clients to allow for a quicker entry into housing.
- ❖ Establishes and maintains positive, productive working relationships with mental health programs, shelter programs, law enforcement, as well as providers of services and resources to homeless participants.
- ❖ Attends team meetings, case conferences, training workshops, and community meetings.
- ❖ Participate in Emergency Management activities as needed.
- ❖ Participate in the Homeless Outreach Team & Bi-Annual Point-in-time (PIT) Count.
- ❖ Provide linkage and support to program participants as they pursue mental health services through the community mental health system. Assist program participants in gathering documentation necessary and compile social security applications in accordance with the SOAR initiative.
- ❖ Provide assistance to locate mainstream and community resources in obtaining benefits, birth certificates, social security cards and other important documents necessary for housing and supportive services.

Client Focused

- ❖ Ensure that Newcap's Coordinated Entry services are Housing First orientated, such that people are housed quickly without preconditions or service participation requirements
- ❖ Maintain a person-centered, client driven Coordinated Entry process for clients
- ❖ Provide in person and virtual/phone access to Coordinated Entry, motel vouchers, and other community programming
- ❖ Utilizes and represents the No Wrong Door philosophy at Newcap
- ❖ Conduct Coordinated Entry screening, assessments, and complete necessary paperwork with client for referral

- ❖ Assist in efforts to secure housing and supportive services for the program participant by utilizing existing resources within the county.

Data Collection:

- ❖ Compliance with Homeless Management Information System (HMIS) policies and procedures.
- ❖ Must complete HMIS training and gain access to HMIS system.
- ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.
- ❖ Have a clear understanding of data requirements for CSBG reporting and program.
- ❖ Upload client documentation into internal database and HMIS
- ❖ Input Coordinated Entry referrals into internal database and HMIS

Marketing and Outreach:

- ❖ Ensure marketing and outreach activities are occurring within the local coalition, as required by the Wisconsin Balance of State Continuum of Care policy
- ❖ Educate and familiarize local businesses and partners with No Wrong Door agencies and policy

Education/Training

- ❖ Have a clear understanding and be able to explain all Coordinated Entry forms, processes, and assessments

WORKING CONDITIONS:

This work is generally performed in an office environment. Much of the work will take place in the field across the county. Some overnight is required.

EFFORT:

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hand or wrists. Must be able to see, hear, and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend is required.

MACHINES, TOOLS, EQUIPMENT

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van or car.

MINIMUM QUALIFICATIONS:

- Post-secondary education is preferred **OR** 2 years in a human service-related field and working with HUD, HMIS, housing, or vulnerable populations is preferred but not necessary
- 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, and public speaking.
- Ability to perform tasks with minimal supervision or over-site.
- Ability to identify, communicate and assist in responding to the need in the county.

Newcap, Inc., is an Equal Opportunity Employer

SPECIAL REQUIREMENTS:

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