

## Newcap Inc.

### Family Success 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 **Family Success 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! Our Family Success Coaches provide direct coaching to clients and their families with the Whole Family Approach and following the Family Centered Coaching Principles. They recruit families to participate in Family Success Coaching. FSCs assist in planning, developing, and organizing monthly outreach events that raise visibility and create relationships with clients and community agencies. They also develop and facilitate workshops relevant to client needs, goals, and dreams.

#### 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

1. Provide direct coaching to clients and their families using the Whole Family Approach and following the Family Centered Coaching Principles
  - a. Collaborate with clients and their families to identify long term goals and manageable steps to achieve them.
  - b. Engage the whole family in setting family goals and individual goals
  - c. Provide education, guidance and referrals tailored to each client's unique circumstances.
  - d. Conduct client meetings within the community when necessary
  - e. Assist and coach clients with steps they've identified to reach their milestone goal
  - f. Collaborate with Newcap programs and outside agencies to connect client and client's family to all programs and resources they need to achieve their goals and dreams and provide integrated services to clients
  - g. Track coaching clients' savings account, which is part of the match incentive program, in real time; provide information to Newcap finance department in a timely manner and as requested

- h. Attend weekly team meetings with detailed reporting on case load and collaboration on best practices and brainstorming creative ways to serve our clients and their families
    - i. Monthly reporting to Whole Family Team on coaching pilot program
- 2. Recruit families to participate in Family Success Coaching
  - a. Maintain caseload of 15-20 households in the Family Success Coaching program
  - b. Follow up on referrals to the FSC program in a timely manner and maintain up to date waiting list for the FSC program
  - c. Offer coaching to clients receiving emergency rental assistance and clients receiving two or more Newcap services
  - d. Develop and maintain partnerships with outside referring agencies
- 3. Assist in planning, developing, and organizing monthly outreach events that raise visibility and create relationships with clients and community agencies
  - a. Actively participate in weekly meetings with the Outreach Event Committee
  - b. Gather, organize, track donations
  - c. Complete assigned job task at event
  - d. Complete follow up after the event
- 4. Develop and facilitate workshops relevant to client needs, goals, and dreams
  - a. Design and facilitate workshops that complement our coaching program for both adults and children
  - b. Gather, organize, track donations
  - c. Research workshops offered by other agencies or businesses in the community and make appropriate referrals
- 5. Perform other duties as assigned

**Abilities and Qualifications:**

- Knowledge of job placement, resume writing, interviewing, and soft skills employers seek
- 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, and excellent job search skills using all mediums.
- Ability to perform tasks with minimal supervision or oversight.
- Ability to identify, communicate and assist in responding to the needs of multi-counties.
- Ability to work with individuals in a respectful and nonjudgmental manner
- Work collaboratively with Newcap team to maximize experience for client and family
- A minimum of an Associate's Degree in Social Services, Counseling, Education or other relevant discipline. A Bachelor's Degree is preferred. Experience working with low income/financially distressed populations. A combination of education, training and life 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*