

Newcap Inc.

WERA Eviction Response Coach

Job Details

\$20.00/hour
Full-time
Non-Exempt

Green Bay, 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 **WERA Eviction Response 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! This individual must perform outreach efforts to raise visibility. Mediate between landlord and tenant with regards to the program. Respond to inquiries, review, and accept applications, and determine eligibility. They will connect all household members to appropriate services within Newcap programs. Follow up with all household members to determine progress. Responsible for maintaining agency database.

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

- a. Perform outreach to landlords, property owners, and community members
- b. Contact landlords that have filed evictions to provide program outreach
- c. Assist households with landlord mediation regards to program
- d. Prioritizing needs with all household members.
- e. Ensure that client interactions are person-centered, goal-focused and reflect each household member's housing stability plan
- f. Connecting all household members to supportive services that will meet needs either within Newcap Programs or community partners as appropriate and support households in navigating this process
- g. Advocating for the best interest of all households' members
- h. Maintain relationships with services providers and community members.

- i. Attend community meetings to provide outreach

1. Agency Intake:

- a. Take calls from clients in need of agency programs, ask screening/qualification questions.
- b. Process applications and put together a complete package to meet program compliance guidelines.
- c. Maintain knowledge of all Newcap programs and related community programs and services.
- d. Maintain relationships and network with other community-based service providers.
- e. Enter all intake information into EmpowOR database.
- f. Maintain client documentation and tracking outcome in EmpowOR and HMIS.
- g. Complete paperwork and notes accurately and on a timely basis to maintain a working knowledge of progress, steps taken, and what services have been utilized

2. Other:

- h. Assist with walk-ins
- i. Assist with answering telephone calls
- j. Adjust to changes and flow of the workday
- k. Perform other duties as assigned

Abilities and Qualifications:

- Ability to read, write using proper grammar/punctuation, communicate effectively, interpret data
- Possess organizational, planning, and analytical skills
- Computer skills
- Experience with spreadsheets, word processing, data entry, converting paperwork into files
- Ability to perform tasks with minimal supervision or over-site
- Professional and pleasant demeanor
- One to three years of human services experience
- Bachelor's Degree in Business Administration, Human Services or comparable combination of education/work related experience required (Financial or Real Estate.)
- Experience working with elderly, disabled, households, and low-income population preferred
- A combination of education, training, and 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