

Newcap, Inc.

JOB DESCRIPTION

JOB TITLE:	Client Support Specialist for Interim Housing Site
FLSA STATUS:	Non-Exempt
JOB GRADE:	\$16-\$17/hour
REPORTS TO:	Interim Housing Outcome Director

GENERAL SUMMARY:

The Client Support Specialist is responsible for the daily case management of the clients selected to participate in Newcap's short term housing programming. They will form relationships with area resources, short term housing options, and landlords to secure stable housing options for short term housing and motel voucher clients, along with providing independent living skills instruction.

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.
- ❖ 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

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Case Management:

- ❖ Complete Coordinated Entry referrals on an as needed basis
- ❖ Assist unhoused individuals and families with motel vouchers as needed following the funding rules
- ❖ Directly work with a team of advocates and support staff
- ❖ Advocate for program participants as they search for supportive and/or independent housing and provide oversight of internal housing programs.
- ❖ Help participants create support systems and participate in the community as they desire.
- ❖ Provide independent living skills instruction to program residents
- ❖ Maintain relationships with services providers, volunteers, staff and community members.
- ❖ Maintain regular contact with the supervisor and other short term housing staff to apprise them of resident progress and to assist in the resolution of potential problems.
- ❖ Assist families with coordinating a move out plan
- ❖ Work with clients on a one-on-one basis to provide education, guidance and referrals tailored to each client's unique circumstances and create housing stability plans
- ❖ Assist and coach clients with job search, job placement, interview preparation, resume modification, and promote job retention
- ❖ Collaborate with Newcap Coaching Team to connect client and client's family to all programs and resources they need to achieve their goals and dreams
- ❖ Work with household to obtain housing stability with permanent housing.

Facility Oversight:

- ❖ Responsible for the daily operations of the facility including, cleanliness, safety, and security of the facility to ensure the building and facilities are maintained as necessary to provide a safe and effective environment for employees, clients, volunteers, and visitors.
- ❖ Conduct facility walk throughs regularly
- ❖ Maintain inventory of supplies and donations for program operations.
- ❖ Provide feedback to supervisor about observed resident progress and resident interactions
- ❖ Assist residents with completing mainstream resource applications.
- ❖ Conduct crisis intervention as needed

Data Compliance:

- ❖ Enter Coordinated Entry into the Homeless Management Information System (HMIS) and case notes into agency database
- ❖ Compliance with HMIS policies and procedures.
- ❖ Must be complete HMIS training and gain access to HMIS system.
- ❖ Utilize and maintain Coordinated Entry data in agency database to ensure compliance with data standards and record-keeping
- ❖ 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 agency database and HMIS
- ❖ Track Program Income and in-kind donations for program
- ❖ Maintain accurate and complete resident files per grant guidelines

Policy and Procedure:

- ❖ Follow Newcap policy and procedures at facilities
- ❖ Maintain compliance with local, state, and federal short term housing policy and procedure

Training and Certifications:

- ❖ Complete 24 hours of Newcap designated training required per licensure during first year (Center for Youth specific)
- ❖ Complete 15 hours of in-service training per year (Center of Youth specific)
- ❖ Maintain First Aid and CPR certifications (Center of Youth specific)
- ❖ Complete required trainings as requested by leadership

Responsible for other duties as assigned or required.

WORK CONDITIONS:

This work is generally performed in short term housing environment.

EFFORT:

Long periods of time working at a computer terminal. Use of a keyboard may be stressful to hands or wrists. Frequent answering of telephone calls, entering data, standing, reading, working with paperwork. Minimal evening and weekend hours.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, telephone

CABILITIES REQUIRED

- 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

MINIMUM QUALIFICATIONS:

- Individuals with lived experience of homelessness encouraged to apply. Education will be considered as an alternative to experience.
- Experience working in short term housing setting
- Experience or ability to maintain records, prepare written documents, reports, and other materials both hard copies and electronically.
- Experience working with homeless individuals and families is desired.

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- Knowledge of the Housing First philosophy, preferred

SPECIAL REQUIREMENTS:

- Valid driver's license is preferred
- All staff must undergo a background check
- Must be able to maintain confidentiality of information
- 2nd or 3rd shift, requires weekends.

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.

Approved:

Employee	Date	Supervisor	Date
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Director of Human Resources	Date	Executive Director	Date
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