

Job details

Salary

\$35,360-\$39,520 annually (non-exempt), working 36-hour work week, 4 nine-hour days per week (Tuesday-Friday or a variation of that week that includes Friday).

Qualifications

- Associate degree in social services, Counseling, Education or a related field and 2 years work experience; Life experience preferred as a consumer of human service programs.
- Must be able to pass a criminal background check.
- Experience working with low-income individuals and families preferred.
- 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.

Crisis Mitigation Coach

Bilingual (Spanish) Preferred

Newcap, Inc.

Green Bay, WI / Crandon, WI / Rhinelander, WI

Summary of the Role

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 **Crisis Mitigation 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**. The Whole Family Approach is a family-led strategy that provides adults and children with the tools they need to set and meet goals together as a family. This model uses a holistic approach partnering with the family to address their needs and make progress on their goals; this partnership increases the likelihood of long-term success for everyone involved. By using the WFA, family members work together to support each other's goals and achieve long-term change and stability. Every family brings strengths, and every family knows best what it needs. We support and cheer them on.

We use the Family-Centered Coaching approach at Newcap which means we recognize the complexity of people's lives. We continually strive to understand the impacts of institutional discrimination, the implicit bias within organizations and systems, and how those factors influence our work to develop and deliver

services. We value humility and ask questions before assuming we know what's right for someone else. Flexibility and the ability to respond to changing conditions with questions and curiosity are key to how we coach and build trusted relationships with clients and each other. We respect each individual and work with them on their own defined goals – not on what we think is best for them.

This coaching method uses techniques from goal setting, motivational interviewing, and strength-based training to help coaches work with households to address the needs of the whole family, when and how they need support. Using a flexible approach helps coaches establish trust and rapport through a parent's progressive stages of change, FCC recognizes that families need different things at different times. Instead of focusing solely on setting goals, it allows coaches to address unique situations and life crises as they come up.

A coaching culture builds on individuals' strengths, we focus on what is working well and build from there, together. We strive for collaborative, transparent relationships with everyone in our community. We recognize that our own individual experiences may be very different from others, and we approach each person with respect. Embracing a coaching culture in our organization enables us to be more effective, create a larger impact, and facilitate long-term positive outcomes for the families and communities we serve.

You will not be bored with us! This individual must demonstrate strong problem-solving skills, have the ability to multi-task, effectively communicate with our participants, families, team members, and community partners. Must have the ability to professionally represent our agency and have a sense of humor because while we take what we do seriously, we love to laugh at ourselves. Well, and each other.

This role requires a strong background of working with entrepreneurs and would be entrepreneurs including all aspects of writing a business plan, understanding customer and market segments, and performing SWOT analysis.

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 Responsibilities of a Success Coach

- Provide crisis services to those that meet the Housing and Urban Development (HUD) homeless categories
 - a. Collaborate with clients and their families to identify short- and long-term housing stability goals and manageable steps to achieve them.
 - b. Provide education, guidance and referrals tailored to each client's unique circumstances.
 - c. Conduct client meetings within the community when necessary
 - d. Collaborate with Newcap staff and outside agencies to connect client and client's family to all resources they need related to homeless diversion and to provide integrated services to clients
- Work with street outreach and interim housing teams to build relationships with people experiencing homelessness

- a. Provide interim housing resources and opportunities to those facing literal homelessness or are at-risk of homelessness
 - b. Maintain follow up with clients based on client needs
 - c. Provide support to Interim Housing Sites on a weekly basis
- Provide advocacy for housing and assist with connection to benefits and housing.
 - a. When necessary, communicate with local agencies in the best interest of client to secure interim housing solutions and/or connect to local resources and benefits
- Assist in planning, developing, and organizing monthly outreach events that raise visibility and create relationships with clients and community agencies
 - a. Gather, organize, track donations
 - b. Complete assigned job task as required
- Complete intake processing in-person or over the phone
 - a. Assist walk-in clients with intake processing and connection to mainstream benefits and resources
 - b. Manage and maintain Newcap Online Intake server
 - c. Respond to online service inquires and make appropriate referrals to internal or external service providers
- Effectively use database to ensure compliance with data standards and record-keeping
 - a. Enter self sufficiency matrix, goal plan, goals, action items, and budgets directly into database
 - b. Maintain up to date, thorough case notes in agency database, perform other duties as assigned
- Perform other duties as assigned

Baseline Core Competencies Required for Position

- **Decision Making-** Determine issue and circumstance, sometimes on the fly and be willing to pivot.
- **Authentic Listening-** Always listening with an open heart to what is being said and not said. Hear one's own inner voice with reflection and contemplation.
- **Communication**
 - Enhance Coordination across divisions and locations and your team
- **Accountability-** Being able to answer to the actions and decisions you make
- **Emotionally Intelligent-** Ability to understand and manage your own emotions, and those of the people around you while understanding how your emotions and reactions affects those around you.
- **Critical Thinking-** Analyze available facts, evidence, observations, and arguments to form a judgement that is thoughtful taking into consideration the back end. There is time to rush/react and there is a time to reflect/resolve.
- **Foresight-** Use strategic intuition in thinking and behaviors. Use intuition based in the past, the present, and the future decision-making process.
- **Flexibility-** Adapt to changes as they come and revise plans to incorporate new innovations and overcome challenges, while still achieving goals.

Benefits:

You bring the skills, experience, and awesome attitude – what do we give back?

In addition to being part of a \$27 million (and growing) 10 county organization where over 97% of our 125+ staff say “we makes a substantive difference in our community,” We offer:

- Full time, stable, year-round work.
- Flexible workweek, work 4 nine hour days
- 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 as long as two dental cleanings per year (if you can prove you have been doing this already, premium waived year one)
- 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: \$35,360-\$39,520 per year

Job Type

Work location:

Multiple work locations possible