

Job Title

Lead Client Support Specialist

Salary

\$52,000 annual Exempt

Full-time**Qualifications**

- Excellent verbal and written communication skills with exceptional attention to details
- Personal qualities of integrity, credibility, and a commitment to and passion for Newcap's mission
- Experience working with low-income individuals and families preferred.
- Proficient with Microsoft Office Suite
- Valid Driver's License

Summary of the Role

The Lead Client Support Specialist is responsible for the day-to-day activities of the Newcap's Interim Housing programming. They will be responsible for assisting clients residing at the Interim Housing site maintain their interim housing placement and promote clients to achieve their dreams. Travel between Interim Housing sites is required to ensure clients and staff have the tools needed to succeed. Additionally, they will provide independent living skills instruction. Lead Client Support Specialist will coordinate with assigned coaches, Content Specialists, and Outcome Directors.

The individual must show strong written and verbal communication skills, organizational skills, and the ability to exercise good judgment in various situations. Ability to make independent decisions based on understanding of agency requirements and limitations.

Newcap, Inc.

Shawano

Summary of the Organization

Newcap is a community action agency equipping low- and moderate-income residents with the tools and potential for achieving economic security and long term personal and professional success. We are seeking to add a Lead Client Support Specialist to our Interim Housing team at Newcap.

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 verifiable leadership, strong problem-solving skills, the ability to multi-task, effectively communicate with our participants, staff, board 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.

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.

Baseline Core Competencies Required for Position

- **Decision Making-** Determine issue and circumstance, learn more and create solutions, analyzes the advantages and disadvantages of each option, make choice, communicate the choice, sometimes on the fly and be willing to pivot.
- **Problem Solving Skills-** the ability to identify problems with team and leaders to brainstorm and analyze answers, and implement the best solutions.
- **Attention to Detail-** Accomplish/complete a task while demonstrating a thorough concern for all the areas involved, no matter how small. This means monitoring and checking work or information, while organizing time and resources efficiently.
- **Authentic Listening-** Understands the will of a team and clarifies that will. Always listening with an open heart to what is being said and not said. Hear one's own inner voice with reflection and contemplation.
- **Proactivity-** When a problem arises, look for potential solutions right away instead of waiting for direction. Strive for the best possible outcome and put extra thought and effort into each task they complete.
- **Process Improvement-** identifying, analyzing, and improving upon existing processes and procedures within Newcap for optimization and to meet new program requirements or standards of quality for services provided.
- **Communication (Upward/Downward/Sideways)-**
 - **Downward:** Appropriate transmission of information from higher to lower levels of the organization.
 - **Upward:** communication that travels from staff member to leader (This is necessary not only to determine if staff members have understood information sent downward but also to meet the needs of staff).
 - **Horizontal:** Enhance Coordination across departments and locations.
- **Accountability-** Being able to answer to the actions and decisions made by you and by those you lead and trust. It means having both the vision of a leader, and the resourcefulness to execute on it.
- **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 a 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-** Modify their style or approach to leadership in response to uncertain or unpredictable circumstances. Adapt to changes as they come and revise plans to incorporate new innovations and overcome challenges, while still achieving their goals. Be flexible to staff needs and lives outside of the org.

Benefits:

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

In addition to being part of a \$25 million (and growing) 10 county organization where over 97% of our 150+ staff say “we makes 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 no or very low premiums for you AND your family (they are our family too)
- HSA contributions for those enrolled in HSA eligible plans (must establish HSA account)
- Dental insurance that has no premium with proof of two dental cleanings (per participant) per year
- 403b Retirement plan with company match and 100% vesting from first contribution
- Vision insurance
- 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

Job Type

Work location:

Shawano