

## **Outcome Director**

Shawano, WI

Newcap, Inc. is a community action agency dedicated to empowering low-income citizens to achieve economic security. Since 1965, we have been moving people from poverty to opportunities, enhancing community development along the way. We value making a tangible difference every day.

### **Position Overview**

Newcap is seeking an Outcome Director, a key leadership position within our team, focused on our Whole Family Approach. This family-led strategy enables adults and children to set and achieve goals together, creating a path for the family to thrive collectively. We utilize Family-Centered Coaching to recognize the complexities of our clients' lives and actively work to understand the impacts of institutional discrimination and implicit biases within organizations and systems.

As an Outcome Director, you will ensure operational success across your team, overseeing service delivery, quality control, and adherence to strategic agency goals. You'll lead with strong problem-solving skills, adaptability, and a collaborative spirit to inspire both team members and clients. This role involves a focus on team management, goal accountability, and performance standards across all service lines.

### **As the Outcome Director you will:**

- Oversee the day-to-day operations of your team and foster a collaborative work environment.
- Ensure compliance with agency goals and funding requirements.
- Develop, coach, and retain team members to maximize performance.
- Effectively communicate with program participants, families, team members, and community partners.
- Represent Newcap professionally in community and industry settings.
- Approach each day with a sense of humor—at Newcap, we take our work seriously, but we love to laugh together.

### **Qualifications:**

- Proven track record of successfully operationalizing innovative programs with measurable outcomes.
- Strong project management skills and experience managing complex projects.
- Demonstrated experience in leading and coaching teams with a focus on growth and performance.
- Excellent verbal and written communication skills with high attention to detail.
- Personal integrity, credibility, and a passion for Newcap's mission.
- Experience working with low-income individuals and families is preferred.

### **Desired Qualities:**

- **Problem Solving:** Identify, analyze, and implement solutions effectively.
- **Attention to Detail:** Thoroughly complete tasks with efficient organization.
- **Proactivity:** Seek solutions immediately without waiting for direction.
- **Process Improvement:** Optimize existing processes for better service delivery.
- **Communication:** Communicate effectively at all organizational levels.
- **Accountability:** Own your actions and outcomes with honesty.
- **Critical Thinking:** Distill details into impactful decisions.
- **Flexibility:** Adapt to changes in work style and timing.

### **Benefits**

- Full-time, stable, year-round work.
- Work a flexible 4-day week.
- Over 4 weeks of PTO in the first year.
- 16 paid holidays.
- Low-premium medical insurance for you and your family.

- Dental and vision insurance.
- Retirement plan with match and immediate vesting.
- HSA contributions, wellness programs, and more.
- Ongoing training and development opportunities.
- Participation in employee and family events.

### **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.

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.

Join us and be part of a team making a real impact in the community. Apply today!