

Crisis Outreach Specialist Green Bay, 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.

As a Crisis Outreach Specialist with Newcap, you will:

- Connect homeless individuals with essential resources, shelter, and support services.
- Coordinate outreach efforts to ensure comprehensive care for individuals in need.
- Build and maintain relationships with local service providers to facilitate resource referrals.
- Provide direct support to clients, using a Whole Family Approach to help them transition off the streets.
- Uphold our values by demonstrating strong problem-solving skills, professionalism, and a sense of humor.

Qualifications:

- Minimum 2 years of experience working with homeless populations, preferably in outreach, social services, or case management.
- Excellent verbal and written communication skills.
- Strong organizational skills and attention to detail.
- Valid driver's license and reliable transportation.

Desired Qualities

- **Accountability:** Take ownership of your role and impact within the community.
- **Resilience:** Adapt to challenges and inspire a vision of long-term success.
- **Empathy:** Connect with clients, staff, and the community in a way that demonstrates compassion and respect.
- **Adaptability:** Adjust to changes as they come, supporting the team and clients to meet evolving needs.
- **Dedication:** Commit to making a difference every day by understanding the unique needs of each client.

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!