

**Newcap, Inc.**  
**1201 Main Street**  
**Oconto, WI 54153**  
**www.newcap.org**

**JOB DESCRIPTION**

JOB TITLE: Crisis Navigator  
SUPERVISOR: Deputy CEO/Executive Vice President of Operations  
CLASSIFICATION: Non-Exempt  
WORKSITE: Oconto and Marinette

**JOB PURPOSE:**

The Crisis Navigator shall be responsible for assisting clients navigate Newcap's Programs. Navigation includes linkage to identified services, development of detailed service plans, and ongoing monitoring of client progress. The Crisis Navigator will need to work closely with all other Newcap programs and services and the staff of various service provider agencies.

**AGENCY EXPECTATIONS:**

1. Adhere to agency policy and procedures.
2. Perform duties as workload necessitates.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Meet productivity standards.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Must possess or be able to obtain within thirty (30) days of hire, a valid and appropriate state driver's license along with access to a reliable car, with proof of insurance, and meeting the driving record requirements that Newcap follows for all employees who drive company vehicles.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Responsible for duties related to locating resources for applicants seeking housing in each county.
- Responsible for duties related to the follow up of clients that seeking housing; including tracking them in the CAPTAIN software system and providing case notes.
- Assess client's needs by phone/in person and link specific services to the client in order to assist the family in working toward maintaining housing and self-sufficiency.

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- Develop a detailed service plan outlining the specific services, such as employment, training, education, finances, and counseling. This information will be tracked by the Navigator in CAPTAIN database.
- Develop a strong working relationship with various service provider agencies to ensure smooth referrals of clients, and follow up on referrals to ensure that adequate and appropriate services are being provided.
- Complete paperwork, monthly reports, and case notes accurately and on timely basis.
- Maintain current knowledge of all Newcap programs and other service agency programs to more efficiently help clients.
- Provide staff support to inside agency programs/Deputy CEO including Housing Department, Pantries, Front Desk/Reception, WIOA/Job Center, Transportation, and H4H-Drive.
- Assist with Foodshare and BaderCare programs.

**COMPETENCIES, PERSONAL AND BEHAVIORIAL REQUIREMENTS:**

- Ability to perform the above duties with minimal supervision; Time Management, Reliable, dependable, prompt, organized, and Multitask effectively.
- Excellent verbal and written communication skills with individuals and groups (public speaking) regardless of age or background; respectful and treat all people with dignity.
- Ability to work using discretion and judgment concerning the ongoing operation of the agencies programs. Maintain complete confidentiality in all Newcap business-related matters.
- Must be able to utilize a computer and basic programs (e.g., Microsoft Word and Excel) and data entry systems for communication, documentation, and data tracking.
- Ability to connect with the community.
- Flexible, able to adapt to different situations, and Problem Solving skills.
- Collaboration Skills.
- Stress Management/Composure.
- Pleasant, professional, and courteous demeanor.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- High school diploma.
- Minimum 1-3 years of Human Services experience/Administrative experience.
- Highly proficient with Microsoft Office programs, the overall use of computers and general office equipment.

**PREFERRED EDUCATION:**

- Associate's degree or specific coursework in Human Services related field.
- Minimum 1-3 years of local/state/federal program experience.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms

**Travel:**

Ability to travel, with occasional overnight travel for training sessions.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.