

Client Service Coach

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 Client Service Coach, you will be responsible for providing crisis services to clients at Newcap.

Key responsibilities include:

- Providing Housing and Urban Development (HUD) services, street outreach, advocacy, Coordinated Entry, and intake processing.
- Assisting in planning and organizing outreach events to raise visibility and create relationships with clients and community agencies.
- Collaborating with coaches, specialists, and directors to support client services.
- Working directly with clients, providing advocacy for housing and connecting them to relevant resources like shelter, benefits, and housing programs.
- Assisting clients with job search, placement, resume preparation, interview preparation, and job retention.
- Maintaining comprehensive documentation in databases and participating in case conferencing as required.

Qualifications:

- Associate degree in Social Services, Counseling, Education, or a relevant discipline (Bachelor's degree preferred).
- Experience working with low-income or financially distressed populations.
- Knowledge of job placement, resume writing, and interviewing skills.
- Strong written and verbal communication skills.
- Ability to work independently, exercise good judgment, and manage multiple tasks.
- Experience with project management, spreadsheets, and presentations.

Desired Qualities:

- **Problem Solving:** Ability to analyze issues, brainstorm solutions, and implement the best course of action.
- **Attention to Detail:** Thoroughly monitor and check work for accuracy.
- **Proactivity:** Look for solutions immediately when issues arise.
- **Communication:** Effectively communicate upward, downward, and across departments.
- **Accountability:** Take responsibility for performance and outcomes.
- **Critical Thinking:** Analyze information to make impactful decisions.
- **Flexibility:** Adapt to changing conditions and work needs.

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!