



**IMPACT, a non-profit organization, currently has an opportunity for a Mobile CE Screener. This person provides professional services to internal and external customers in the call center and in the community.**

With 60 years of experience serving Southeastern Wisconsin, IMPACT helps people take the first step toward changing their life, for good. We assess and guide those experiencing personal crisis toward resources to achieve stability; and collaborate with community partners to foster system improvement.

Our role is critical. Critical conditions, Critical connections. Critical change.

### **Responsibility to fulfilling the IMPACT Mission:**

- Promote the essential first step toward regaining personal stability and collaborating to advance community health and human services.
- Identify the needs of individuals and their connection to other life crises, be able to take a different, practical approach to solving problems such as alcohol and other drug abuse.
- Provide comprehensive evaluation of complex issues and easy access to the appropriate resources.
- Advocate our services to help people achieve and maintain healthy, productive lifestyles, we measure results in not just dollars saved, but in lives changed.

### **Core Functions:**

1. Conduct in-reach and outreach in key sites where people experiencing homeless congregate.
2. Effectively provides assessment, problem solving, information, referral, and crisis intervention when necessary in an empathetic and nonjudgmental manner.
3. Assists customers in developing an action plan within the scope of family, health, and social services that appropriate meets their needs.
4. Assists with emergency shelter and warming room placement on 2<sup>nd</sup> shift.
5. Assists customers in their housing search outside of or withing resources.
6. Follow all prescribed protocols to accurately documenting customer contacts in a computerized database and other means.
7. Keep informed and offer practical advocacy community resources to customers.

8. Ensures IMPACT is compliant with applicable federal, state, and local laws ensuring client confidentiality.
9. Commitment to IMPACT's vision and mission.
10. Ability to work 2<sup>nd</sup> shift (1pm – 9pm).

**The perfect Candidate will possess the following skills and qualifications:**

- Bachelor's degree in Social Work or other human service studies preferred or equivalent work experience.
- Experience with outreach to vulnerable populations preferred.
- Experience working within systems and collaborating across agencies.
- A good team player with the ability to complete work independently with broadly defined work objectives and limited oversight.
- Self-starter with ability to work varying work schedules
- Highly organized, detail focused with the ability to adapt to shift priorities.
- Excellent interpersonal, verbal, and written communication skills with a confident, concise, clear and compelling style.
- Proficient in Microsoft Office.
- Bilingual preferred
- Work about 75% client facing and 25% administrative
- Ability to work 2<sup>nd</sup> shift (1pm – 9pm).
- Valid Wisconsin Driver's License required and car insurance

**Pay and Benefits:**

- \$17.00 per/hour
- Health insurance, Dental and Vision
- Flexible Spending – Employees can make pre-tax payroll deductions for medical and childcare expenses
- Long Term Disability
- Life & AD&D offered at no cost to the employee
- Employee Assistance Program (EAP) – Offers 24/7 resources to employee and family for personal, financial, emotional, legal issues. No cost to the employee
- AFLAC – IMPACT offers supplemental insurance on an employee voluntary contribution basis.
- 401(K) Plan – Eligibility is six (6) months of service and 500 hours.
- Paid Time Off (PTO) begins accruing with the first day of work for employees working 20 hours or more per week. This time can be used after the initial 90-days.
- IMPACT observes (6) Holidays – New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve.

IMPACT IS AN EQUAL OPPORTUNITY EMPLOYER