



**IMPACT, a non-profit organization, currently has a career opportunity for someone to serve as a CE Prevention Navigator. This person works closely with the internal team and community partners to better serve our customers.**

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. Provide quality support to IMPACT 2-1-1 team and support to individuals at high risk of homelessness.
2. Effectively work with Coordinated Entry Systems to facilitate connection to emergency and permanent housing solutions for our customers.
3. Effectively provide quality professional services to internal and external customers and implement IMPACT philosophy of teamwork, customer service, and valued added in the call center and in the community.
4. Effectively provides assessment, problem solving, information, referral, and crisis intervention when necessary in an empathetic and nonjudgmental manner.
5. Ability to accurately document client profiles and case notes in computerized data.
6. Accurate utilize the Wisconsin HMIS database required by Milwaukee County Continuum of Care and assist with analysis of the Coordinated Entry system.
7. Keep informed and offer practical advocacy community resources to customers.

8. Build strong working relationships and act as a liaison with Milwaukee County emergency shelters, Milwaukee County Continuum of Care members and other services to the homeless and those at risk of homelessness, as needed.
9. Ensures IMPACT is compliant with applicable federal, state, and local laws ensuring client confidentiality.
10. Ability to participate in comprehensive training
11. Commit with IMPACT vision and mission.

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

- Bachelor's degree in Social Work or other human service studies preferred or related experience.
- Experience working with people experiencing homelessness strongly preferred.
- Social Services-related experience preferred.
- Bilingual (English/Spanish) preferred
- A good team player with the ability to complete work independently with broadly defined work objectives and limited oversight.
- Proficient in Microsoft Office; word, Excel, Outlook, and Power Point.
- Experience with HMIS (ServicePoint) preferred.
- 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.
- Ability to travel in the Milwaukee county
- Required valid Wisconsin Driver's License with automotive 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-day orientation period.
- 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.