



IMPACT, a non-profit organization, currently has an opportunity for a Screener – Health Systems Liaison.

This person works closely with IMPACT Connect, IMPACT 211, and Coordinated Entry to 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. Collaborates with health systems, including Federally Qualified Health Centers, and the Coordinated Entry System, including the Milwaukee County Housing Division to provide assessment and referral to housing services for patients experiencing housing instability.
2. Responds to all referrals sent via HMIS, IMPACT Connect, and email tools.
3. Assist customers in developing an action plan within the scope of family, health, and social services that appropriately meets their needs.
4. Accurately document customer contacts in a computerized database and other means.

5. Provide advocacy for customers experiencing difficulties or lacking in abilities needed to make effective contacts with agencies, programs or groups.
6. Assists customers in developing an action plan within the scope of family, health, and social services that appropriate meets their needs.
7. Follow all prescribed protocols to accurately documenting customer contacts in a computerized database and other means.
8. Keep informed and offer practical advocacy community resources to customers.
9. Ensures IMPACT is compliant with applicable federal, state, and local laws ensuring client confidentiality.
10. Assure that data entered into the Wisconsin HMIS database by IMPACT 2-1-1 is accurate, up-to-date and entered according to standards and practices required by the Milwaukee County Continuum of Care and all governing bodies.
11. Assist with Analysis for the Coordinated Entry system including implementation of systems.
12. Commitment to IMPACT's 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 equivalent work experience.
- Experience as a fully trained IMPACT 2-1-1 Community Resource Specialist
- 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
- Valid Wisconsin Driver's License required and car insurance

Pay and Benefits:

- 1st Shift (8:30am – 5:30pm)
- 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