

South Central Community Action Program, Inc.
Position Description

Position Title: Energy Assistance Intake Caseworker

Department: Energy Assistance Program

Pay Grade: 20

Reports To: Energy Assistance & Family Development Program Manager **Position Status:** Temp

Purpose of Position

Under the supervision of the Energy Assistance & Family Development Program Manager, the Energy Assistance Intake Caseworker performs a variety of duties, including conducting intakes to determine eligibility for the Energy Assistance Program (EAP) and providing appropriate outreach, referral and advocacy to clients. Responsible for coverage of the front desk in the absence of the main receptionist or as needed. The Energy Assistance Intake Caseworker will treat all individuals with dignity and respect, make necessary referrals for clients, and exemplify the South Central Community Action Program, Inc. (SCCAP) commitment to empowering people to reach their potential.

Essential Duties and Responsibilities
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The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Conducts intakes in offices, client homes, and outreach sites to determine eligibility for the Energy Assistance Program (EAP).
- Assists the Receptionist when needed with the functions of the main desk; by pleasantly and professionally answers telephone and greets visitors providing information, assistance and direction; takes and delivers messages; maintains a general awareness of location of staff at the central office site, distributes materials related to the Agency.
- Provides appropriate outreach, referral, and advocacy to clients as needed.
- Provides effective short-term crisis intervention to individual and families.
- Maintains regular contact with community service providers; participates in coordinated service delivery.
- Maintains accurate and timely records including client intake logs etc; maintains files and filing systems.
- Reads and follows state and/or federal regulations, policies and procedures; attends local training and information meetings as required.
- Processes mail-ins packets and assists with mailings.
- Performs a variety of clerical duties including filing, photocopying, scanning, etc.
- Conducts Energy Education workshops for program applicants.
- Assists with Bloomington Water Program and the Bloomington Trash Assistance Program.

Minimum Training and Experience Required to Perform Essential Duties and Responsibilities

- High school diploma or equivalency with no previous experience; or any equivalent combination of education, training, and experience that provides the necessary knowledge, skills, and abilities.
- Skilled in the use of computers for email, creation, and manipulation of databases and Microsoft Office.

Special Requirements

- Must be able to obtain CPR and First Aid Certification within 60 days of hiring. (SCCAP will provide the training).

Minimum Physical and Mental Abilities required to Perform Essential Job Functions

Physical Requirements

- Ability to use departmental equipment, tools, and materials.
- Ability to exert physical effort in light to moderate work involving lifting, carrying, pushing, and pulling; ability to stoop, kneel, crouch, and crawl; ability to climb and balance; tasks require visual perception and discrimination.

Mathematical Ability

- Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to perform mathematical operations with fractions; ability to compute discount, interest, profit and loss, ratio, and proportion; ability to measure data and use/utilizes descriptive statistics and statistical theory.

Language Ability and Interpersonal Communication

- Ability to comprehend, prepare, and correctly use a variety of informational documents including: Time Sheets, Billing Invoices, Rental Leases, W-2's, Wage Inquires, TANF, Social Security, SSI, Unemployment, Veteran Benefits, Pension/Retirement documentation, Utility Charts, Daily/Weekly Logs, Self-Employment, Student loans, grants, pay-check stubs, daily/weekly reports, vendor lists, memorandums, correspondence, and other job related documents using prescribed formats.
- Ability to comprehend a variety of reference books and manuals including Personnel Policy, maps, program manuals, etc.
- Ability to use and interpret counseling/general case management terminology and language.
- Ability to maintain the integrity of confidential employment, client, and business information.
- Ability to communicate positively and effectively with staff, government officials, clients, supervisor, Board of Directors, and the general public verbally and in writing; while conforming to all rules of punctuation, grammar, diction and style.
- Ability to respond competently and positively to the culture, traditions, lifestyles, language, and values of each individual, family, and community.
- Ability to accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information.

- Ability to use independent judgment and principles of rational systems in the performance of tasks.
- Ability to work under stressful conditions, to respond immediately to crisis situations, and to balance priorities within and between offices/departments.
- Ability to maintain personal composure, tactfully handle difficult situations, and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients and staff.
- Ability to maintain complete, organized, and accurate files for all assigned tasks and program areas, ensuring that the files are in compliance with all Federal, State, and Agency guidelines and requirements.
- Ability to counsel, supervise, and mediate and to persuade, convince, and influence others.
- Ability to advise and interpret the application of policies, procedures, and standards to specific situations. The ability to explain, demonstrate and clarify to others, the understanding of the well-established policies, procedures and standards.

Environmental Adaptability

- Ability to work effectively in an office environment and at client in-home settings being exposed to a variety of potential hazards including, dust, unsanitary conditions, odors, disease, etc.
- Essential functions are regularly performed without exposure to adverse environmental conditions.
- Ability to protect self and others when dealing with aggravated, irate, upset, unstable, violent, and intoxicated persons/clients.

This job description describes the general nature and level of work performed by employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the Executive Director, their Department Head, and/or their immediate Supervisor. All requirements are subject to change over time and to possible modifications in order to be reasonably accommodating to individuals with a disability.

The employee has read the above job description and understands the duties and requirements expected of them. The employee will ask for clarification of those areas that they did not clearly understand. The employee also understands that if he/she continues to have questions or new questions arise, they are immediately to discuss these questions with their supervisor.

Employee's Name: _____

Employee's Signature

Date

Human Resources Manager's Signature

Date