

JOB CLASS DESCRIPTION

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Energy Assistance Specialist



Job Class: Energy Assistance Specialist
Department: Energy Assistance
Supervisor: Energy Assistance Manager
FLSA Status: Non-Exempt Grade: 8
Revision Date: September 2020
Prepared by: Bi-County CAP, Inc.

Job Summary:

The job of Energy Assistance Specialist is to assist in carrying out the mission of providing comprehensive energy assistance counseling services for individuals and/or families and to assist clients in becoming economically self-sufficient in meeting their energy needs.

Scope of Responsibility:

The Energy Assistance Specialist is responsible for determining eligibility of clients based on guidelines for programs. Some state and federal funding is administered.

Essential Duties and Responsibilities:

- 1 Assists with the energy assistance application process.
 - 1.1 Educates clients on various plans, rules and payment structures;
 - 1.2 Completes client energy assistance applications through client meetings, phone contact or mail requests;
 - 1.3 Determines client income eligibility and assist clients with obtaining income verification via social services, VA, child support and unemployment;
 - 1.4 Reviews applications completed by other EAP staff for accuracy and certifies prior to eligibility determination;
 - 1.5 Prioritizes application and provides immediate emergency assistance to clients in a crisis or life threatening situations;
 - 1.6 Sends completed applications to the DOC for certification;
 - 1.7 Provides reassessment of applications to households denied services due to income ineligibility;
 - 1.8 Enters application data on statewide EHEAT system;
 - 1.9 Coordinates with other EAP service providers on transferred applications and monitors the movement of EAP funds to new accounts;
 - 1.10 Investigates and report on fraudulent energy applications;
 - 1.11 Maintains a variety of records as directed.
- 2 Provides outreach services to publicize energy assistance plan to community.
 - 2.1 Provides community outreach to locate and assist in providing services to underserved populations by participating in community events, holding meetings, collaborating with other social service agencies and developing advertising materials;
 - 2.2 Works with agency staff and other human service agencies to educate on services and helps identify potential applicants;
 - 2.3 Implements Reach Out for Warmth Program through fundraising and program promotion through Beltrami and Cass Counties.

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- 3 Works with vendors in providing and administering the energy assistance program.
 - 3.1 Provides educations to vendors on policies and operation of the EHEAT system;
 - 3.2 Builds and maintains good working relationships with vendors;
 - 3.3 Acts as a communication liaison to mediate issues between households and vendors;
 - 3.4 Conducts vendor audits to ensure program guideline adherence;
 - 3.5 Assists vendors with completion of paperwork for registration with DOC;
 - 3.6 Assists vendors tracking lost payments and refunds;
 - 3.7 Communicates with vendors to ensure that heating cost and consumption information is available to clients and entered accurately into EHEAT.
- 4 Provides crisis intervention services.
 - 4.1 Interviews clients and obtains information to determine eligibility for crisis program;
 - 4.2 Negotiates with vendors on behalf of households in crisis to prevent disconnections or to arrange for reconnection of services and/or delivery of fuel;
 - 4.3 Implements Emergency Benefit Program through referral, education, budget counseling and personal payment plan;
 - 4.4 Works with clients to identify means to avoid future crisis situations;
 - 4.5 Serves on a 24-hour rotating crisis line.
- 5 Communicates courteously and professionally and maintains working relationships with others in carrying out job functions.
 - 5.1 Communicates with others in the agency to provide information relating to work assignments and progress of work or to convey information about conditions or work related needs;
 - 5.2 Frequently interacts with clients, vendors or other social service agency staff to exchange detailed and/or technical information;
 - 5.3 Attends and represents the program and agency in a responsible, professional manner at all meetings;
 - 5.4 Keeps immediate supervisor informed of all problems, unusual or extraordinary matters of significance coming to his/her attention so that prompt corrective action can be taken where appropriate;
 - 5.5 Adheres to agency's policies concerning data privacy.
- 6 Performs all job duties in compliance with safety guidelines and with an ongoing awareness of safety practices.
 - 6.1 Knows and follows department and Bi-CAP rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;
 - 6.2 Knows Bi-CAP's AWAIR and Right to Know policies and procedures;
 - 6.3 When potentially unsafe conditions are observed makes efforts to avoid or correct them if they are controllable and draws them to the attention of the responsible supervisor or safety representative in a timely manner.
- 7 Performs other duties and activities as assigned.

Minimum Qualifications:

High School Diploma or GED; and two years of related experience, or equivalent. Position includes on-the-job specialized training that can be obtained in one year or less. A social services background is preferred, but not required. Candidates must meet the requirements of the Department of Human Services background study. Candidate must have a strong commitment to BI-CAP's values of collaboration, innovation and compassion as well as a respect for diversity.

Knowledge, skills and ability include:

- Knowledge of or ability to learn about energy assistance plan guidelines;
- Ability to effectively communicate in both verbal and written forms including strong public relations, negotiations and presentation skills;
- Ability to establish and maintain effective working relationships with others;
- Must be unbiased toward low-income families and other racial and ethnic groups, and must have an appreciation of cultural diversity and differing values.

Physical Demands & Working Conditions:

Most work is performed in an office environment. Position requires frequent sitting, occasional lifting, bending, twisting, kneeling and standing. The position also requires the ability to frequently lift 10 lbs and up to 50 lbs. on occasion. Occasional driving is required to attend meetings that may be located out of the service area and include an overnight stay. The job may involve dealing with and calming individuals who are emotionally charged over an issue.

Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Executive Director retains the discretion to add duties or change the duties of this position at any time.