

**United Way
of Central Indiana**



**Temporary Quality Assurance Reviewer (Grant Funded)
Community Impact – Basic Needs**

Please apply at www.indyeap.org

United Way harnesses the collective compassion and resources of our community to help people learn more, earn more and lead safe and healthy lives.

We pursue this vision in all we do as we ask our community to give, advocate and volunteer. We believe that vision can only be achieved if pursued with shared values, and therefore place great emphasis building a team that will pursue this vision together with CARE.

Courage

Accountability

Respect

Excellence

Position Summary

The Low-Income Home Energy Assistance Program (EAP) is designed to assist eligible low-income households pay for winter energy services. EAP will provide a one-time benefit to eligible households to be used for energy bills. Quality Assurance Reviewers understand Energy Assistance Program (EAP) data management protocols and procedures to ensure program compliance. Ensure applications are error free and processed timely, while adhering to all compliance regulations set forth by Indiana Housing and Community Development Authority (IHCDA).

Routinely review and update customer data records to ensure system data is accurate and complete. This is a fast-paced job requiring professional, courteous, and effective communication with clients, staff, volunteers, partner agencies, and the general public.

Position Duties & Responsibilities: include the following;

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

- Reviews a minimum of 10% of all applications to ensure forms do not contain errors and verifies that all information is documented and complete.
- Understand program guidelines and procedures for completing application forms so errors can be detected and corrected.
- Communicate effectively with and relate positively to customers, agency staff, and other social service agencies.
- Check customer income as shown on application and checks benefits to be given compared to matrix guidelines.
- Make corrections to applications or as necessary contact the intake worker who prepared the application to add or correct necessary information.
- Notify customers if a correction in benefit is necessary.
- Ensure all customer folders are established in accordance with IHCDA guidelines.
 - Promote a cooperative spirit within the organization and among internal and external Indy EAP Participants.
 - Perform miscellaneous job-related duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, be physically present in the office, as well as travel to satellite locations in Marion County, Indiana as needed. The requirements listed below are representative of the basic knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High School/GED with 1 to 2 years' experience working with low-income individuals and families;
- Computer skills and ability to prepare documents and related software applications;
- Excellent communication skills and ability to effectively work with diverse participants; those in high stress situations;
- High level of concentration;
- Ability to gather data, compile information and enter data in a timely fashion;
- Knowledge of community support services;
- Records maintenance skills;
- Maintain a high level of client confidentiality;
- Reliable transportation.

Core Competencies

United Way of Central Indiana's team is evaluated on the following core competencies:

- Courage
- Accountability
- Respect
- Excellence
- Thinking Strategically
- Stakeholder Experience
- Effective Communication

| | |
|-------------------------|--|
| Position Leader: | Mary Jones |
| FLSA Status: | Hourly, Non-Exempt, Temporary |
| Hourly pay Rate: | \$13.00 / hour |
| Benefits: | Temporary position – No benefits available |

United Way of Central Indiana - *Equal Opportunity Employer*

Please apply at uwci.org/careers

This position description does not constitute a contract of employment and UWCI may exercise our employment-at-will rights at any time.