

Job Title:	EAP Intake Specialist	Job Category:	Professional
Department:	Financial Foundations	Full /Part Time	Full Time
Date Updated:	8/26/2019	Exempt/Non Exempt	Non-Exempt
Supervisor:	LIHEAP Project Manager	Temporary/ Seasonal	Yes
Our Mission: The John H. Boner Community Center inspires neighbors and partners to improve the quality of life on the Near Eastside by providing tools for change and growth.		Position Goal to Support Mission: Provide access to community resources that stabilize individuals' and families' financial situations, thereby enabling them to build a foundation to grow financial capacities.	
Job Description			

Position Summary: The Low-Income Home Energy Assistance Program (LIHEAP) is designed to assist eligible low-income households pay for winter energy services. LIHEAP will provide a one-time benefit to eligible households to be used for energy bills. Energy Assistance Intake Specialists provides direct customer service to applicants. Specialist ensures application completion and documentation and verifications adheres to all compliance regulations set forth by Indiana Housing and Community Development Authority (IHCDA). This is a face paced job requiring professional, courteous, and effective communication with clients, staff, volunteers, partner agencies, and the general public.

Essential Duties:

- Good understanding of Energy Assistance Program policies to be able to detect, question and correct errors on applications
- Interviews customers to determine nature and degree of need.
- Support individuals in completing benefit enroll applications and data entry related to corresponding programs
- Provide excellent customer service to program participant and accurately respond to inquiries about the program;
- Gathers information related to social factors contributing to customer's situation; evaluates these together with customer's strengths.
- Assist customers establish strategies and plans to improve their financial and personal lives
- Refers customers to community resources and other organizations as needed; may determine or participate in determining customer's eligibility for financial assistance.
- Performs miscellaneous job-related duties as assigned.

Data Management and Reporting: Understand data management protocols and procedures to ensure timely data entry and reporting task are complete. Routinely review and update customer data records to ensure system data is accurate and complete. Ensures all program benchmarks and targets are met.

Program Integration: Work in collaboration with Financial Foundation team members and other professional disciplines. For individuals requiring additional assistance, working as a member of the cross-functional team providing services to families enrolled in the CWF initiative, sharing information, participating in team meetings, and helping to track and report progress and outcomes related to the CWF Initiative.

Program Development: Work with program staff to establish best practices and stay up to date on the EAP guidelines and requirements. Works continually toward the improvement of the program.

The preceding essential function statements are not intended to be an exhaustive list of tasks and functions for this position. Other tasks and functions may be assigned as needed to fulfill the mission of the organization.

Qualifications/Knowledge/Skills/Abilities:

- 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.



... Building Community One Individual at a Time

