

MID CENTRAL COMMUNITY ACTION, INC.
JOB DESCRIPTION

Job Title: Income Support Specialist – Livingston County

Position Level: 3, full time, hourly, non-exempt

Supervision Received: LIHEAP Coordinator

Supervision Exercised: Livingston County Front Desk Executive

Job Summary: Responsible for conducting intake and completing files for energy assistance programs and providing support in executing strategies for participants ready to move in a New Direction.

Job Responsibilities:

- Interview applicants applying for Low Income Housing Energy Assistance Program (LIHEAP), Percentage of Income Payment Plan (PIPP), LIHEAP Furnace, and Weatherization in Livingston County
- Verify and collect documentation for client files
- Process application information on LIHEAP.net and other required spreadsheets and databases
- Accurately complete and submit files for payment in a timely manner
- Verify LIHEAP files of other staff members
- Ensure file compliance for people served in LIHEAP, PIPP, ComEd RSH, and Weatherization
- Review pending files and report problems or errors timely to supervisor
- Assist in maintaining office operations and organization
- Ensure timely responses to income support participant inquiries via phone or e-mail
- Ensure confidentiality of customer information; secure files in locked cabinet
- Understand available community resources to efficiently refer clients to other MCCA programs and community resources
- Refer participants to financial coaching services to achieve long term goals
- Provide financial education classes to prospective applicants as assigned
- Assist in ensuring file compliance for people served in income support coaching programs
- Assist in completing data entry for designated agency programs in multiple data entry systems
- Represent MCCA at applicable social service meetings in Livingston county as requested
- Represent MCCA in outreach events in Livingston and community building activities
- Participate in team meetings and all-staff meetings
- Travel between McLean County and Livingston County offices, as well as outreach locations as assigned
- Any other duties assigned and deemed necessary for the effective and efficient operation of the agency

Job Specifications:

Physical Requirements: Ability to perform required tasks; light lifting required; ability to move around the office quickly; capability to work at a desk for long periods; ability to work occasional evening and/or weekend hours, ability to drive to satellite office.

Educational Requirements: Associate's Degree in related field or comparable experience in direct client service for a non-profit organization. (Bachelor's Degree preferred)

Prior Experience: Proficient in Microsoft Office and Excel, knowledge of local resources, knowledge of data base systems, experience working effectively with people experiencing crisis situations, prior interview experience a plus

Specific Skills: Effective listening and communication skills; ability to work effectively with people over the phone as well as in person; compassionate listener from strength-based perspective; non-judgmental attitude; sound problem solving skills; ability to respond effectively in a crisis situation; ability to multi-task and attend to detail; ability to work independently and in a team environment, effective written and verbal communication skills

Other: Livingston County residence strongly preferred; Commitment to Community Action mission, vision, culture, guiding principles, goals and objectives; willingness to travel and be away overnight occasionally for training or meetings; must have current driver's license and car insurance