

THE BREATHING ASSOCIATION

POSITION TITLE: HEAP Senior Case Manager

RESPONSIBLE TO: Director of HEAP & Social Services

GENERAL DESCRIPTION:

Under administrative direction of the Director of HEAP & Social Services this position will provide advocacy, instruction, direction, and eligibility determination to low income households requesting energy and health assistance in the Franklin County Community.

- 1.) Provide leadership at branch office, maintaining all HEAP department procedures, policies and customer service standards at outreach site. Communicating directly with Outreach manager or Director of HEAP & Social Services for instruction or resolution on any site, or customer issues or concerns. Handles with Outreach Coordinator customer complaints on this level.
- 2.) Uses sound judgment when communicating with outreach site staff and employees of outreach host.
- 3.) Maintains communication on all pertinent information to Outreach Manager and Director of HEAP & Social Services. Therefore, allowing for proactive measures in meeting issues or concerns.
- 4.) Maintains branding of The Breathing Association and the HEAP Department.
- 5.) Acts as an Ambassador for The Breathing Association at all times.
- 6.) As part of HEAP leadership, leads by example; all reports, projects, and assignments are accurate and completed in a timely manner.
- 7.) Greets, directs, and informs customers of all agency programs. Specific time will be spent educating customers on the Home Energy Assistance Program, the Winter and Summer Crisis Programs, the Percentage of Payment Plan Program Plus, and all other pertinent fuel fund programs.
- 8.) Must be willing to learn and comprehend the nuances of the Home Energy Assistance Program, Percentage of Income Payment Plan Plus, and other fuel funds available to the community. In addition, newly hired case managers expectations:
 - a.) Must be able to pass training quizzes and final examination to assume position.
 - b.) Must be capable of becoming well versed in the HEAP manual and its policies.
 - c.) Must be able to meet mandatory time deadlines pertaining to HEAP grant (example: 48 hours to complete an incomplete application and written notification to customers.)
 - d.) Must learn and maintain knowledge of OCEAN software to accurately complete case records.
 - e.) Must be available and able to attend mandated state trainings and related trainings to

enhance job performance.

- 9.) Position meets required productivity standards established by management for taking applications from target population.
 - a.) Responds to quality assurance inquiries on an urgent level to provide a consistent level of service excellence to the community.
 - b.) Responds to quality assurance case reviews within 48 hours or less.
- 10.) Responsible for assisting other Outreach staff when needed by performing home visits for HEAP and PIPP Plus programs. Senior Case Manager will sign out in advance each visit and follow home visit protocol during all home visit activity; especially those pertaining to safety.
 - a) Senior Case Manager will have reliable transportation, and keep full auto insurance coverage.
 - b) Senior Case Manager must be responsible and trustworthy when in field as representative of agency.
 - c) Senior Case manager must have a valid driver's license without infractions that would hinder their ability to be covered by insurance and perform their job as necessary.
- 11.) Senior Case manager candidate must have the ability to complete various duties while simultaneously maintaining each program's processes rules and guidelines to ensure accuracy.
- 12.) Reviews Barrier Assessments with customers to provide additional resources and then links customers and follows up on their services rendered.
- 13.) Performs outstanding customer service to consumers by providing compassionate, active listening, and responding to customer's needs in a timely manner.
- 14.) Serves as an advocate with utility vendors and community agencies. Places vendor utility accounts in good standing by pledging or re-verifying their utility accounts. Relates accurate information to customers.
 - a.) Serves as a liaison to the general public.
 - b.) Corrects rejects in a timely manner to ensure ongoing services for customer.
- 15.) Assumes other duties as assigned by Outreach Manager, Director, and/or President and CEO.

QUALIFICATIONS:

1. Bachelor's degree in Human Services or equivalent experience
2. 2 years of face to face customer service experience
3. 2 year of experience in human services
4. 1 year of Human Service experience must be in HEAP experience
5. Experience in field service preferred
6. Knowledge of English grammar & composition

7. Must be able to take direction and work as a team player in an office environment.
8. Must have reliable transportation, a valid driver's license and car insurance.
8. Must be a person of compassion, and able to maintain composure in high volume office setting.

I have read and agree that I am capable, and willing to meet the guidelines and policies stipulated in this position description. In addition, I have received all the tools needed to meet these expectations.

Name _____ Date _____