

## THE BREATHING ASSOCIATION

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**POSITION TITLE: LIHWAP Administrative Support 1**

**RESPONSIBLE TO: HEAP Office Manager**

### General Description:

Under administrative direction of the HEAP Office Manager this position will provide advocacy, instruction, direction, and level one post eligibility or ineligibility case review for HEAP customers. In addition this position will maintain the gateway of communication and information for HEAP customers and their stakeholders.

### Duties and Responsibilities

- 1.) Greets, directs, and informs customers of all agency programs. Provides eligibility criteria and mandates to consumers and then schedules appointments where appropriate. Provides key de-escalation of adversarial confrontations when necessary at front desk; alerting security and Manager when de-escalation methods fail and additional input is necessary.
  - a.) Maintains order in the lobby area.
  - b.) Answers phones promptly.
  - c.) Maintains file room and storage rental.
  - d.) Engages customers regularly when OCEAN and other technical failures delay services.
  - e.) )Must be able to understand OCEAN and how it operates.
  - f.) Must be able to understand basic HEAP and PIPP Plus eligibility.
  - g.) Must be able to understand what an accurate and complete HEAP case file should contain.
  - h.) Must be able to understand HEAP time mandates.
  - i.) Must be able to provide clear and comprehensive answers to inquiries consumers have concerning their case files.
  
- 2.) Provides support on a daily basis by accepting by fax, email or in person incomplete documentation from customer. Administrative Support 1 screens documentation for completion in comparison to Incomplete Pending Request Form given to customer. Documentation is date stamped or time stamped by fax, then scanned in OCEAN/Portal File. Case file and documentation are placed in case manager's mail slot for pick up on same day except in cases where the documentation is faxed after 4:30pm. In those cases documentation will be processed before noon next day.
  
- 3.) Administrative Support 1 should be HIPPA compliant. In addition they are to be first aid and CPR trained due to the high number of medially vulnerable customers we serve.
  - a.) Incident Reports should be completed immediately on all medical crisis and injuries.
  
- 4.) In cases where appointments are scheduled by Administrative Support 1, utility vendors will then receive notification to place utility accounts on hold during Winter Crisis Program services the same day.
  
- 5.) Administrative Support 1 candidate must have the ability to complete various duties while

simultaneously maintaining the front desk and file rooms. Calls are not to go unanswered and customers are to be promptly acknowledged in person.

- 6.) Administrative Support 1 will do basic trouble shooting of case inquiries before giving inquiry to a case manager to handle. This includes reviewing OCEAN and calling utility vendor for clarification. If issues are more extenuating then Administrative Support 1 can handle, person would be guided to LIHWAP Case Manager or HEAP Office Manager for further assistance.
- 7.) Position should be able to perform outstanding customer service to consumers by providing compassionate, active listening, and responding to customer's needs in a timely manner. Follow through of promises made to consumers is expected.
- 8.) Responsible for monitoring front desk activity including the flow of customer interviews by LIHWAP and HEAP Case Managers. Managers should be notified whenever any customer has been waiting more than thirty minutes for their appointment. Case Managers should be asked to keep their round robin pickups current, to maintain a constant ebb and flow of services.
- 9.) Serves as an advocate with utility vendors and community agencies that are in partnerships with The Breathing Association especially in cases of providing appointments to consumers in crisis through those agencies. Relates accurate information to customers.
- 10.) Position should assist in training and monitoring volunteers and temporary positions to maintain department quality of services.
- 11.) 11.)Assumes other duties as assigned by Office Manager, Director, and/or President and CEO.

#### Qualifications

1. Associates or equivalent
3. 1 year of experience in customer services.
4. 2 years' experience in clerical support preferred
5. Knowledge of English grammar & composition
6. Flexible and able to work as a team player in an office environment.
7. Ability and desire to work with diverse populations.
8. Must be a person of compassion, and able to maintain composure in a high volume office setting.

Signed \_\_\_\_\_

Date: \_\_\_\_\_