

THE BREATHING ASSOCIATION

POSITION TITLE: LIHWAP Case Manager

RESPONSIBLE TO: Director of HEAP & Social Services

GENERAL DESCRIPTION:

This position reports to the Director of HEAP & Social Services and provides advocacy, instruction, information, and determines eligibility for low-income households requesting water, energy and health assistance in the Franklin County Community.

- 1.) Greets, directs, and informs customers of all agency programs. Specific time will be spent educating customers on the Low-Income Household Water Assistance Program (LIHWAP), Home Energy Assistance Program (HEAP), the Winter and Summer Crisis Programs (Crisis), the Percentage of Payment Plan Program Plus (PIPP Plus), and all other pertinent fuel fund programs.
- 2.) Must be willing to learn and comprehend the nuances of LIHWAP, HEAP, PIPP Plus other fuel funds available to the community. In addition, newly hired LIHWAP 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 LIHWAP manual and its policies.
 - c.) Must be able to meet mandatory time deadlines pertaining to LIHWAP grant (example: 48 to send the notification of his/her eligibility.)
 - d.) Must learn and maintain knowledge of portal and 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.
- 3.) 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.
- 4.) Responsible for assisting Outreach staff when needed by performing home visits for. Case Manager will sign out in advance of each visit and follow home visit protocol during all home visit activity; especially those pertaining to safety.
 - a) LIHWAP Case Manager will have reliable transportation, and keep full auto insurance coverage.
 - b) LIHWAP Case Manager must be responsible and trustworthy when in field as representative of agency.
 - c) LIHWAP 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.

- 5.) LIHWAP Case manager candidate must have the ability to complete various duties while simultaneously maintaining each program's processes rules and guidelines to ensure accuracy.
- 6.) Performs outstanding customer service to consumers by providing compassionate, active listening, and responding to customer's needs in a timely manner.
- 7.) 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.
- 8.) 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. 1 years of face to face customer service experience
3. 1 year of experience in human services
4. Experience in field service preferred
5. Knowledge of English grammar & composition
6. Must be able to take direction and work as a team player in an office environment.
7. 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 a high volume office setting.

TERMS OF EMPLOYMENT:

TO APPLY: Applications should be faxed (**no calls please**) to 457-1934 or e-mailed to Susan.Spiert@thebreathingassociation.org, or mailed to 788 Mt. Vernon Avenue, Columbus, Ohio 43203, Attn: Susan Spiert, Director of HEAP & Social Services. The Breathing Association is an Equal Opportunity Employer