THE BREATHING ASSOCIATION

Position Title: Case Manager

Reports to: HEAP Staff and Training Manager

Organization Overview

For more than a century, The Breathing Association (the “Association”) has met the lung health needs of central Ohioans. As lung health issues are identified the Association creates and delivers programs to support the community and its most vulnerable and otherwise unserved or underserved members. Communicable respiratory diseases that impact the entire population, such as the tuberculosis epidemic that led to our founding and the SARS and COVID epidemics more recently, are of utmost priority. Our Lung Health programs include the lung health clinic and mobile medical unit, and our outreach and tobacco cessation programs. In addition, the Association connects medically vulnerable, energy insecure residents with resources to help them remain warm in the winter and cool in the summer. Our vision, *Better Breathing for Better Lives,* makes it possible for central Ohioans to breathe easier.

Overview of Responsibilities

Reporting to the Case Management Manager, this position provides advocacy, instruction, information, and determines eligibility for low-income households requesting energy and health assistance in the Franklin County Community. This is accomplished by processing energy assistance applications according to the Energy Assistance Guidelines, being an advocate for the customer, and referring customers to additional resources in the community. Case Managers will be expected to assist the Outreach staff when needed by performing Home Visits for all programs.

Essential Position Requirements

* Performs outstanding customer service to consumers by providing compassionate, active listening, and responding to customer’s needs in a timely manner.
* 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.
* 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, the Low-Income Household Water Assistance Program and all other pertinent fuel fund programs.
* Is able to 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:

1. Must be able to pass training quizzes and final examination to assume position.
2. Must be capable of becoming well versed in the HEAP manual and its policies.
3. 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.)
4. Must learn and maintain knowledge of energy assistance program software to accurately complete case records.
5. Must be available and able to attend mandated state trainings and related trainings to enhance job performance.
6. Must meet or exceed required productivity standards established by management for taking applications. This includes responding to quality assurance inquiries on an urgent level to provide a consistent level of service excellence to the community and responding to quality assurance case reviews within 48 hours or less.

* For outreach or Home Visits, the Case Manager must:
  1. Have reliable transportation and keep full insurance coverage
  2. be responsible and trustworthy when in field as representative of agency.
  3. valid driver’s license without infractions that would hinder their ability to be covered by insurance and perform their job as necessary.
* 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. 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.

The Association is an equal employment opportunity employer. Employment decisions are based on merit, qualifications, and competence, and employment decisions are made in accordance with applicable state and federal laws and without regard to the race, color, age, sex, sexual orientation, gender identity, religion, national origin, disability, or military or veteran status of any employee or applicant. This policy governs all areas of employment, including hiring, promotion, assignment, and corrective action.

Qualified individuals with a known disability will be granted reasonable accommodations required by law that do not impose an undue hardship upon the Association or pose a direct threat to the health or safety of the individual or others. Any employee who requires an accommodation in order to perform the essential functions of his or her job should contact the Manager to request such an accommodation. Any applicant for any position who requires such an accommodation during employment, or in connection with any part of the application process, should likewise advise the hiring Manager.

**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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**