

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL
7 NORTH 31ST STREET
BILLINGS, MT**

VACANCY ANNOUNCEMENT

~EXTERNAL/INTERNAL~

POSITION: Client Service Worker – Temporary, Seasonal

PROGRAM: **LIEAP**

WHO MAY APPLY: All Qualified Individuals

WORKSITE: 3114 – 1st Ave. N.

RATE: \$13.00 - \$14.50 DOE

HOURS: hours will vary

OPENING DATE: Immediately

CLOSING DATE: Until Filled

WORK SCHEDULE: To Be Established By Supervisor

QUALIFICATIONS: See Job Description

HOW TO APPLY: Submit Completed HRDC Application Form located at www.hrdc7.org along with Current Resume and Cover Letter to:

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL
P.O. BOX 2016
7 North 31st Street
BILLINGS, MT 59103**

HRDC is an Equal Opportunity Employer



JOB DESCRIPTION

DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL

Job Description Title: Temporary Client Service Worker	Department/Program: Low Income Energy Assistance Program (LIEAP)
Reports To (Title): Energy Assistance Director	FLSA Status: Non-Exempt
Supervisory Position: No	Position Status: seasonal part time
Prepared By: Human Resources	Revision Date: September 2020

JOB SUMMARY

Under the supervision of the Energy Assistance Director and in accordance with the direction and mission of District 7 HRDC, the Client Service Worker is delegated the responsibility for LIEAP eligibility determination and assisting participants in the application process.

MISSION OF THE ORGANIZATION

Through its mission, HRDC-7 empowers people in need through the mobilization and development of community services creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone Counties. All HRDC-7 activities focus on 3 national goals:

- 1) Individuals and families with low incomes are stable and achieve economic security.
- 2) Communities where people with low incomes live are healthy and offered economic opportunities.
- 3) People with low incomes are engaged and active in building opportunities in communities.

ESSENTIAL DUTIES

The requirements listed, are representative of the knowledge, skills, and abilities necessary to perform the essential functions of the job. To perform this job successfully, an individual must be able to carry out each task satisfactorily and perform other duties as assigned.

- Evaluates submitted applications to ensure all documents have been submitted
- Assists applicants with questions and helps to gather all required documentation
- Determines income eligibility

- Serves as applicant advocate
- Maintains accurate case notes
- Participates in staff meetings, cases reviews, and supervisory coaching
- Implements agency work plans at the program level to ensure achievement of set goals.
- Must uphold the Results-Oriented Management and Accountability (ROMA) principles and practices at all times.

Additional Knowledge, Skills and Abilities:

- Effectively **communicates** on all platforms.
- Demonstrates **dependability** and **punctuality**.
- Adheres to a consistent work schedule.
- Demonstrates **professionalism** in the workplace.
 - Maintains professional boundaries with participants;
 - Must have the ability to work with low income and disadvantaged people by modeling an unbiased, non-judgmental attitude.
 - Demonstrates positive and appropriate interactions with coworkers and management.
 - Contributes to a harmonious and productive work environment.
 - Must be a team player to ensure overall program success.
- Nurtures, builds, and mentors employees to build a cohesive team.
- Brings creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency

MINIMUM QUALIFICATIONS

Education and Experience:

High school diploma or general education degree (GED); and one or more years related experience or training.

Licenses and/or Certifications:

The employee may be required to drive locally, and to outlying communities. Must possess a valid Montana Driver's License, proof of personal automobile insurance and must meet insurability requirements for agency automobile insurance policy.