

JOB DESCRIPTION

DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL

Functional Title: Client Service Worker (Temp)
Program: Low Income Energy Assistance Program (LIEAP)
Supervisor: Program Supervisor
Status: Non-exempt-Temporary Position

JOB SUMMARY

Under the supervision of the Program Supervisor and in accordance with the direction and mission of District 7 HRDC, the Client Service Worker is responsible for LIEAP eligibility determination and assisting participants in the application process.

MISSION OF ORGANIZATION

Through its mission, HRDC empowers people in need through the mobilization and development of community resources by creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone Counties.

ESSENTIAL DUTIES

Management and Administration:

- Collects data, and tracks application progress, as required for each program.

Financial:

Not applicable to this position.

Operations:

- 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

Compliance:

- Tracks data as required by program
- Provides client data as required

Professional Development:

- Attends professional development activities.
- Participates in staff meetings, team building, technical training, and coaching.

Community:

- Works closely with applicants and community partners to identify resources.
- Represents HRDC at community meetings and events.

Goal Setting:

- Implements agency work plans at the program level to ensure achievement of set goals.

Innovation:

- Brings creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency

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.
- Modeling an objective and non judgmental attitude.
- Nurtures, builds, and mentors employees to build a cohesive team.

MINIMUM QUALIFICATIONS**Education and Experience:**

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

License and 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.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer; frequently communicate with co-workers and members of the community on the phone, in writing and in person; needs to move about inside the office to access file cabinets, office machinery, etc.

WORK ENVIRONMENT

The work environment is typical of that of an office setting. The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer. Tasks will involve extended periods of time at a keyboard or work station.

I have received a complete copy of the Job Description and understand the requirements of the job. This job description has been reviewed with my Supervisor.

_____ Date _____
Supervisor

_____ Date _____
Employee