

Employee: _____

**Semcac
Job Description**

Job Title: Energy Assistance Program Caseworker
Department: Energy and Housing Services
Reports To: Energy Assistance Program Manager
FLSA Status: Non-exempt, Seasonal

SUMMARY

Responsible for determining eligibility, providing administrative assistance, and referrals for households applying for Energy Assistance. Administers consumer data and notes as maintained in the computer software identified as eHEAT. Ensures that all consumers are treated fairly, and all decisions made follow agency and program policies. This position is seasonal, typically September – May, with the opportunity for overtime.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as required because of the changing policies and procedures that affect the Energy Assistance Program (EAP).

This position is seasonal, typically September – May. Overtime may be offered as needed.

Interprets Energy Assistance Program policies and regulations as outlined in the EAP manual to process the EAP application according to the State of Minnesota policies and procedures.

Determines eligibility of the consumer applying for the EAP program to include authority to guarantee emergency utility payments.

Reviews case records for completion of the required agency and state forms.

Interviews the consumer with the objective of verifying the necessary, factual information needed to complete the EAP application.

Ability to work with difficult consumers.

Composes correspondence to the consumer. This notification should explain what is still needed to complete the application process or identify what assistance was awarded to them. This correspondence can be sent directly to the consumer or through the program-specific software, eHEAT.

Maintains complete and accurate information in the file and entered into the EAP software identified as eHEAT. Assembles eligibility information on a computer software program, determines program eligibility, and approves, denies, or requests more information from the applicant.

Explains the Energy Assistance Program regulations, guidelines, procedures and benefit payments to the consumer and vendor(s) both on the phone and in person.

Responds to initial complaints from consumers and informs them of the right to appeal process. Must work with the EAP Manager if a written appeal is received.

Maintains proper referrals and contact list that provides community resources information that can be shared with the consumer when needed.

Has the authority to guarantee payments to the heating or electrical vendor if the consumer is in an emergency situation that requires immediate attention.

Responsible to audit /monitor vendors to determine that the consumption entered into eHEAT is accurate. Reports any vendor finding to the EAP Manager.

Supports other office staff when needed to include: answering phones, opening mail, reviewing rules and regulations, recording data in eHEAT that is used as reporting data at the end of the year.

Updating job knowledge by participating in conferences and educational opportunities when offered, that would enhance job performance.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Two-year certificate from college or technical school; or two to three years related experience and/or training experience; or equivalent combination of education and experience.

LANGUAGE SKILLS

Must have excellent communication skills. Must be able to read and comprehend agency and program policies and procedures, instructions, short correspondence, and memos. Must be able to interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to consumers, other employees, and other organizations.

PROFESSIONAL DEVELOPMENT

The person in this position must be willing to engage in professional development efforts as available for the position to stay in compliance with Agency and Program rules and regulations.

TECHNOLOGY (COMPUTER SKILLS)

Must be proficient in Microsoft office software. Must have experience with internet applications, Microsoft word, Excel, Outlook, and the ability to work with the Energy Assistance Program software known as eHEAT and LaserFiche.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to identify gross income when determining EAP eligibility.

REASONING ABILITY

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to apply common sense understanding to carry out detailed, but uninvolved, written, or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

ACCOUNTABILITY

The employee in this position will be expected to have a pleasant demeanor, a positive attitude, and team commitment. The employee must be willing to engage in professional development efforts as available for the position and as requested by their supervisor. The employee in this position is accountable to the Energy Assistance Program Manager for completion of assignments, high standards of accuracy, attention to detail, and timely completion of assignments and tasks.

CERTIFICATES, LICENSES, REGISTRATIONS

Driver's license or ability to travel when necessary.

OTHER SKILLS

Abilities that support the Agency administration and operation.

Excellent written and oral communication skills.

Demonstrate interpersonal skills.

Demonstrate professional judgment, tact, initiative, and resourcefulness.

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.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to move and use hands and fingers to operate phone, calculator, computer. The employee must be able to lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

THIS JOB DESCRIPTION IS NOT INTENDED TO BE ALL INCLUSIVE, AND THE ENERGY ASSISTANCE PROGRAM CASEWORKER WILL ALSO PERFORM OTHER RELATED DUTIES AS ASSIGNED.

SEMCAC RESERVES THE RIGHT TO REVISE OR CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

SEMCAC IS AN EQUAL OPPORTUNITY EMPLOYER.

**DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED
ABOUT THE REQUIREMENTS DESCRIBED IN THIS JOB DESCRIPTION**

Are you capable of performing, in a reasonable manner, with or without reasonable accommodation, the activities described in this job description?

Please check one: ☐ Yes ☐ No

Employee Signature

Date

Supervisor Signature

Date

Director Signature

Date