



JOB DESCRIPTION

LIHEAP Coordinator	FLSA Status: Non-Exempt
Latest Review Date: February 2025	Department: LIHEAP/Outreach
Effective Date: February 2025	Reports to: Outreach Director

POSITION SUMMARY

Responsible for all programmatic operations, database training and oversight, and compliance for the Low-Income Home Energy Assistance Program (LIHEAP), Utility Contribution Funds, and Disaster Assistance Program. Act as support to the Outreach Director in fulfilling identified project needs and assisting with the coordination of Community Needs Assessment data. Provides oversight, training, and support to Family Services department staff processing LIHEAP, Utility, and Disaster Assistance program applications. This position may perform regular duties at alternative sites with the permission of the Outreach Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES, OTHER DUTIES MAY BE ASSIGNED:

Agency:

- Must maintain confidentiality at all times
- Must always represent NEICAC in a positive and professional manner
- Must attend training as requested to demonstrate a continued effort to grow professionally
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation
- Attend all agency wide trainings
- Must travel extensively within service area and occasionally out of service area
- Establish a collaborative and communicative relationship with fellow staff
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential

Program Specific:

- Responsible for all operational, staff training, and financial components for the LIHEAP and Disaster Assistance Program.
- Must ensure compliance with state and federal guidelines and regulations.
- Responsible for database and operational oversight, staff training, communication, and distribution of assistance related to LIHEAP and Utility monies.
- Facilitate LIHEAP Automatic Eligible (AE) application process, evaluating outreach office staff capacity and ensuring efficient and effective processing of AE Applications.
- Assist the Outreach Director with the development and implementation of initiatives that benefit NEICAC Customers, the Family Services Department, and the promotion of the Mission, Vision, and Values of the organization.
- Act as the primary point of contact for LIHEAP, Utility Contribution, and Disaster programming, providing guidance to Family Services department staff and education to other NEICAC departments and team members.
- Develop and maintain collaborative working relationships with Iowa HHS and personnel from other Community Action Agencies involved in similar programs.
- Prepare, run, and ensure accurate completion and timely submission of all program reports and queries.
- Prepare and approve LIHEAP monthly programmatic activity, utility reports and fiscal reports and submit to Chief Executive Officer, Chief Fiscal Officer, Outreach Director, utility vendors and Iowa HHS.

- Develop collaborative and communicative relationships with agency program staff to address questions and concerns.
- Facilitate and approve LIHEAP ECIP furnace inspections in coordination with the Weatherization Program/staff.
- Maintain LIHEAP vendor database, prepare vendor agreements, and communicate routinely with vendors.
- Ensure preparation and accuracy of LIHEAP payments to the finance department.
- Routinely balance and timely update utility and ECIP LIHEAP accounts in corresponding database(s) in conjunction with the finance department.
- Responsible for program records and physical inventory.
- Act as an advocate for customers and ensure a Customer Service lens is applied in programming operations.
- Develop and maintain relationships with other public and private organizations and agencies to offer collaboration and partnerships.
- Attend Community Resource Events and conduct agency presentations to external partners to enhance awareness of NEICAC Programs and Services.
- Serve on various committees and boards as appropriate.
- Participate in selection and interviewing of potential employees and serve on other interview committees as needed.
- Attend Board of Directors' meetings as requested.
- Prepare LIHEAP program updates for Outreach Director and Chief Executive Officer upon request.
- Oversee and provide support to LIHEAP Processing Clerk.
- Prepare and conduct performance evaluations for subordinate staff as required by NEICAC.
- Process refunds and reissues of customer LIHEAP awards, as needed.
- Manage oversight of incoming online LIHEAP applications, ensuring effective and efficient distribution and processing.

SUPERVISORY RESPONSIBILITIES

Directly supervise LIHEAP employee(s). Indirect oversight with responsibility to provide direction to the Family Services Department Team Members in activities related to LIHEAP, Utility Contribution fund processing and Disaster programming.

REQUIREMENTS

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

High School Diploma or GED, combined with experience in Social or Human Services, including supervisory roles, direct service provision to low-income populations, and oversight of funding and operations required. Associate's degree (AA) in Social or Human Services or Administrative Assistant, combined with experience in Social or Human Services, including supervisory roles, direct service provision to low-income populations, and oversight of funding and operations is preferred. Computer experience and/or training is also required.

PRACTICAL SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to apply basic math skills to basic tasks such as bank deposits, checking vendor and customer statements and LIHEAP fiscal records. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations

CERTIFICATES, LICENSES & REGISTRATIONS

Must have valid driver's license and carry NEICAC levels of automobile insurance. Must satisfactorily complete a Criminal Records Check.

Must successfully complete child and dependent adult abuse training within the first six months of hire and maintain certification.

Must complete OMB Uniform Guidance training.

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 sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and 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.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

My signature below acknowledges that I have received, read and understand the above job description. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature _____ Date_____

Print Name _____