

**Del Norte Senior Center**  
**Energy Program Coordinator**  
Non-Exempt Hourly Position

**Program:** Energy

**Supervisor:** Manager

**Description:**

Under the general supervision of the Senior Center Manager, the Energy Program Coordinator is responsible for conducting outreach, intake, eligibility determination, benefit determination, client education and other related activities for the Low-Income Household Energy Assistance Program (LIHEAP).

**Essential Duties and Responsibilities**

- Work cooperatively with other staff and management to insure the efficient and effective delivery of LIHEAP services to eligible residents of Del Norte County; maintain a pleasant and professional attitude.
- Inform the public of the availability of LIHEAP programs through advertising, fliers, press releases, attendance at community events, and other appropriate means; act as a community resource for information about the LIHEAP program; conduct specific outreach to low-income residents of Del Norte County as appropriate.
- Work cooperatively with other agencies serving low-income residents; participate in relevant community coalition activities as assigned; provide referrals to and accept referrals from other agencies as appropriate.
- Assist management to establish and maintain a process for accepting and screening applicants for program services; collect all required documentation; determine eligibility pursuant to program guidelines; and inform clients of eligibility determination and the appeals process as appropriate and required.
- Schedule wood delivery for eligible clients; process payment documentation for Wood-Propane-Oil benefits; inform utility company of individual eligibility and amount of assistance; and complete agency-level processing of utility assistance payment requests.
- Provide client education through one-on-one and/or group presentations on the subjects of energy conservation and efficiency; utility company reduced-rate plans; budget counseling and other appropriate information to assist clients to move toward self-sufficiency and reduce dependence on energy assistance programs.
- Maintain all program databases, client files and other required program documentation accurately and according to program and agency requirements; maintain confidentiality of all personally identifiable information.
- Provide input to management regarding program performance and opportunities to improve efficiency and client services.
- Attend local and out-of-town training and workshops as necessary and appropriate, including required program training.
- Other related duties as assigned.

### **Knowledge, Skills & Abilities**

- Ability to read English with sufficient proficiency to understand, accurately interpret and follow specific written policies and procedures for program implementation.
- Ability to speak and write English in a professional manner and with sufficient proficiency to accurately communicate program guidelines and educational materials to others.
- Ability to work independently following general oral and written direction, as well as specific policies, procedures and guidelines.
- Requires basic computer proficiency, including ability to use Microsoft Office Word and Excel, Internet-based e-mail and program-specific software as necessary.
- Ability to maintain professional working relationships with a variety of different personalities, including the ability to maintain positive relationships with clients within acceptable professional boundaries.

### **Physical Abilities**

- Good physical health and the ability to maintain proper physical hygiene; ability to sit for long periods; sufficient manual dexterity to type, grasp, write and manipulate papers and files accurately; ability to hear and speak clearly; ability to present information and materials in a group setting.

### **Licenses and Certificates**

- Must have a current California or Oregon driver's license depending on place of residence.

### **Working Conditions**

- Work is performed indoors in both an office space and public space in a multi-use facility that serves the public. Work may also be performed in a variety of locations outside the facility in which public presentations, events and meetings are commonly held.

### **Minimum Requirements:**

- Any combination of education and experience that would demonstrate an ability to perform the essential duties of the position. One year of experience determining eligibility for low-income, governmentally-funded programs highly desirable.