

## **J O B   D E S C R I P T I O N**

**POSITION:**                **Client Services Intake Worker**

**AGENCY:**                **Trumbull Community Action Program**

**RESPONSIBLE TO:**    **Client Services Coordinator**

**EMPLOYEE TYPE:**     **Hourly**

### **GENERAL DUTIES:**

The Client Services Intake Worker of the Trumbull Community Action Program is responsible to the Client Services Coordinator for the provision of client intake functions and activities within the Home Energy Assistance and Summer Crisis and Winter Crisis Programs, Percentage of Payment Plan (PIPP), Community Service Block Grant, and any other programs as assigned. The Client Services Intake Worker is also responsible for assisting in program operations as needed.

### **PRIMARY RESPONSIBILITIES**

- Directly responsible for all client intake activities associated with the Home Energy Assistance Program and Summer Crisis and Winter Crisis Programs, Percentage of Payment Plan (PIPP), CSBG-funded client assistance programs or services, and others as needed; such activities may include, but would not necessarily be limited to client outreach, application development, income verification, ownership verification (where applicable), and other eligibility factors;

### **SECONDARY RESPONSIBILITIES**

- Assists in the maintenance of all program statistical reporting and record-keeping, and assures inclusion of such data in the Client File System, client software programs (OCEAN), and in required state reporting;
- Assists in monitoring and assuring compliance with all local, state, federal, and agency guidelines, regulations, and legislation;
- Assists the Client Services Coordinator in the provision of all program support as needed;
- Assists in the provision of training of new intake staff, particularly under the Home Energy Assistance Program (WCP & SCP) and PIPP;
- Attends various state-sponsored training and orientation seminars and workshops;
- Perform client home visits on an as needed basis; and
- Any other duties as may be assigned from time to time.

### **QUALIFICATIONS**

- Must possess a high school diploma or equivalent, and be willing to take additional post-high school courses which relate to the position;
- Must have at least one (1) year experience in social services, government, or related organization; prefer some supervisory experience;

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**Client Services Intake Worker**

- Must possess excellent verbal and written communication skills, and be able to work with a wide variety of people;
- Must be sensitive to the needs and problems of the low-income, elderly, and handicapped residents of Trumbull County.
- Must be able to work independent of close supervision, possess sound decision-making abilities, and complete assignments in a timely manner;
- Must possess valid Ohio Driver's License, show proof of vehicle insurance, possess reliable transportation, and be bondable; and
- Must be familiar with office machines--particularly computers--and be able to type at least 45 wpm.

1/2017