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| Job Title: | **Utility Assistance Case Manager (COVID Emergency Rental Assistance)** |
| Department: | Community Services  |
| Reports to: | FMS/Utility Program Coordinator  |
| Grade: | DS 10 |
| Supervises: | None |
| FLSA Status: | Non-Exempt, Temporary |
| Prepared by: | Tish Stave |
| Date: | 3/9/2021 |
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| Purpose:To administer Utility Assistance funds through the COVID Emergency Rental Assistance (CERA) program. |
| * Determining client eligibility, collecting required client documentation and completing data entry for client application.
* Client file management and self-review of files for completion.
* Client follow-up and follow-up with utility vendors as necessary.
* Contact utility vendors to order service for client, submit vouchers to vendors.
* Submitting check requests as bills for client service are received.
* Performing file review for co-workers’ files as needed.
* Outreach and attendance of community meetings representing Community Services and the COVID Emergency Rental Assistance (CERA) as necessary and appropriate
* Other duties necessary for executing of CERA programming
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| Position Objectives:* To meet the needs of clients in the CERA program
* To ensure that all work is completed accurately and in a timely matter
* To represent the agency in a professional, friendly, and caring matter.
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| **Measured by:*** Accuracy and timeliness of completed work.
* Completed client files and payments made to utility vendors.
* Cooperation with and feedback from clients and co-workers.
* The ability to represent the agency professionally and efficiently service clients.
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| **Minimum Education:**BA/BS in psychology, social work, human services, or related field preferred.  |
| **Minimum Experience:**No experience necessary, although 1 to 2 years in a customer service and/or human service setting and with low-income populations preferred. |
| **Essential Abilities:**1. A commitment to the NMCAA philosophy and mission.
2. Ability to maintain confidentiality.
3. Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner.
4. Ability to suggest innovative approaches in completing job responsibilities.
5. Ability to work openly and cooperatively as a team member.
6. Ability to perform physical tasks to carry out specific job duties.
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| **Minimum Skills Required:*** 1. Excellent computer skills.
	2. Excellent customer service and interpersonal communication skills.
	3. Excellent organizational skills and attention to detail.
	4. Self-motivated, a cooperative and effective team member.
	5. Ability to handle multiple tasks with multiple interruptions.
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| **Minimum Physical Expectations:**1. Be able to drive and travel as needed. 2. Physical activity that often requires extensive time working on a computer, involving keyboarding, sitting and phone work.  |
| **Minimum Environmental Expectations:**To work be able to work virtually from home as well as in person as necessary, following NMCAA COVID-19 protocol.  |