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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 | |
| 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. | |
| **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. | |
| **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. | |
| **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. | |
| **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. | |