

Memo

To: Program Directors
From: Sarah Childress
Date: July 7, 2020
Re: Position Opening

This position is currently open. Please forward this to your employees.

Job Title: Community Services Advocate

Location: Hamblen- Central Services

Program: LIHEAP

Position Summary: Serves as source of information and link between the low-income residents of the area and the NSC and provides information on all available services.

Duties and Responsibilities:

- Prepares client applications, insures all documentation is correct according to guidelines and procedures, records all client contact and information, keeps up-to-date client records as required and assists with services as needed for LIHEAP grant program. Enters client data in computer for the LIHEAP program.
- Assists Hamblen County NSC Coordinator with all LIHEAP functions at the Hamblen NSC. Works with LIHEAP staff to help maintain and service the four LIHEAP intake months and helps Hamblen NSC and LIHEAP Program Director prepare for those intake months to ensure we have all supplies needed at hand.
- Assists the Assurance 16 Specialist through the LIHEAP program including, but not limited to: help research and order all Assurance 16 items to be provided to the clients for all 6 counties, request each participating households energy printouts at the beginning and end of the period examines, and work with all NSC Coordinators in providing the information needed to track the effectiveness of the Assurance 16 items.

- Works with all clients in a professional manner.
- Maintains confidentiality of client and Agency information.
- Be available to assist LIHEAP Administrative staff in all LIHEAP duties as they may arise.

Education Requirements:

- High School diploma or GED, Associates Preferred.

Experience and Skills Requirements:

- One-year experience in customer service and detailed clerical work.
- Experience in detailed record keeping.
- Ability to compile and maintain client records and handle confidential information.
- Ability to communicate well with low-income clients and the general public.
- Responsible and dependable.
- Computer proficiency in word processing, spreadsheet and data entry.
- Must have valid Tennessee driver's license and proof of insurance on vehicle.

Hours and Benefits: Full-time; Non-Exempt

To Apply: Send resume to: DCEA Human Resources, Attn: Community Services Advocate, P.O. Box 1218, Morristown, TN 37816. EOE.