



## JOB DESCRIPTION

<u>POSITION TITLE:</u>	HEAP Program Coordinator
<u>SALARY CLASSIFICATION/RANGE:</u>	NE 03 - \$14.40 – \$20.16
<u>STATUS:</u>	Non-Exempt
<u>LOCATION:</u>	Main Offices, Oxnard, California
<u>DEPARTMENT:</u>	Family and Community Services
<u>POSITIONS SUPERVISED:</u>	None
<u>POSITION REPORTS TO:</u>	HEAP Program Supervisor
<u>CONDITIONS OF EMPLOYMENT:</u>	Regular, Full-time, Subject to Funding.
<u>WORKING ENVIRONMENT:</u>	Office Environment/Outreach Locations

## SUMMARY

Assists the HEAP Program Supervisor in coordinating outreach sites and schedules, completing confidential client intake forms, employing good phone skills and maintaining follow-through on all clients. Makes continuous effort to reach HEAP target populations by performing the following duties:

## DUTIES AND RESPONSIBILITIES

1. Support and implement Agency Policies and Procedures. Responsible for supporting and providing fair, impartial treatment to all employees, volunteers, and clients; support the CAVC Policies on Equal Opportunity including CAVC's policy on Sexual Harassment, and the Agency's Confidentiality Policy on Agency information, to all employees, volunteers, clients, and visitors.
2. Complete confidential client intake forms and obtain necessary documentation accurately and in compliance with contract.
3. Complete reports on a daily and monthly basis (including client statistics).
4. Employ good telephone skills and maintain follow-through on all clients.
5. Responsible for Data entry on all Intake cards.
6. Keep files in order and complete, in compliance with contract.
7. Assist in making continuous efforts to reach HEAP/ ECIP target populations
8. Responsible for maintaining contract compliance.
9. Assist in maintaining cross filing system to prevent duplication of assistance.
10. Establish and maintain a professional image at all times to clients, visitors, staff, and volunteers. Be courteous.
11. Open client mail for processing.

12. Perform back-up duties for Reception Desk during breaks, lunch and as assigned.

13. Other duties as assigned.

**QUALIFICATIONS/REQUIREMENTS**

1. Must be a High School Graduate. Bachelor's degree preferred.
2. One (1) year of experience in community organizational activities, supervising employees and /or education.
3. Bilingual skills in English and Spanish are preferred.
4. Experience in conducting client interviews and intake assessments.
5. Ability to maintain cooperative relationships with community groups and volunteers.
6. Knowledge of the energy needs and problems of low-income people and supportive services available.
7. Ability to use computer programs such as; WORD, EXCEL and data entry software.
8. Ability to work under time restrictions, meet deadlines, and comply with agency regulations.
9. A valid California Driver's License (or the ability to possess one) and a clean MVR which must remain in effect for the duration of employment.
10. Current California Auto Liability Insurance, which must remain in effect for the duration of employment.
11. Ability to travel within Ventura County and outside of the County, as requested.
12. Ability to use own transportation.
13. Ability to work during evenings and weekends as requested.

**PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:**

Must possess mobility to work in a two story office setting and to use standard office equipment, including a computer. Stamina to maintain attention to detail despite interruptions, strength to lift and carry objects weighing up to 30 pounds. Vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Ability to sit or stand for extended periods of time in an indoor and/or outdoor environment. Occasional contact with dissatisfied or abusive individuals.

**DISCLAIMER**

This job description is not designed to be an exhaustive list of duties nor is it intended to be a written or implied contract. CAVC reserves the right to modify job descriptions.

\_\_\_\_\_  
HR Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date