

## **Energy/Crisis Coordinator**

### ***Job Summary:***

The Energy/Crisis Coordinator is responsible for the day-to-day workflow, planning, implementation and evaluation of all the various Energy Assistance and Crisis Prevention programs, including but not limited to: Low-Income Home Energy Assistance Program (LIHEAP), Electrical Assistance Program (EAP), FEMA Energy Assistance, Neighbor Helping Neighbor, as well as other assigned energy assistance and crisis prevention programming. The incumbent is also responsible for the day-to-day fiscal and program management effectiveness of these programs. This is to be accomplished in accordance with local, state and federal requirements with attention to the needs of the community.

### ***Supervision Received:***

Works under the direct supervision of FAP Director, general supervision of the Energy and Housing Operations Director.

### ***Supervision Exercised:***

Provides direct supervision to all Outreach Center Site Supervisors and general supervision to all Outreach Center program staff.

### ***Qualifications:***

- BA/BS with focus on business/human service administration. (Work experience may be considered in lieu of degree)
- Must be familiar with the management of federally funded programs and have significant work experience in the design, implementation and evaluation of program effectiveness.
- Familiarity with general accounting practices, supervisory experience and report generation skills desired.
- Ability to communicate effectively verbally and in writing is essential.
- Required knowledge of FAP/EAP Software.
- Must be proficient in Microsoft Office and must be able to learn, use and teach various computer programs used with the field applications.
- Must possess a valid driver license and be able to travel when needed.

### ***Job Responsibilities:***

- Supervises staff in the implementation of program work plans, meeting with key staff on a regularly scheduled basis. Annually appraises performance of Outreach Center Site Supervisors with input from the FAP Director and completes performance appraisals for all program staff.
- Assists the FAP Director with: the assessment of staffing needs; the creation and updating of job descriptions; interviews, hiring, training, evaluation, and management of staff necessary to meet program goals and objectives in compliance with agency personnel policies and procedures.
- Develops appropriate work plans, timetables and internal operating policies and procedures that are in compliance with agency and funding source requirements to ensure progress toward meeting production goals.

- Devises, implements and monitors workable management information systems that are in compliance with agency and funding source requirements for the purpose of tracking program activity.
- Monitor production reports containing status of applications from all sites, funds expended and other program production information and provides for review by the FAP Director.
- Designs and implements a system to prioritize eligible clients to make sure that households are served according to the priorities set and thus encourage the maximum feasible participation of the lower income community in program services.
- Is responsible for new staff training and ongoing training for existing staff in all aspects of intake, eligibility, and certification.
- Keeps current on most recent rules and regulations governing program administration and acquaints department personnel with same in a conscientious manner.
- Responsible for program monitoring to ensure program compliance with federal, state and agency rules and regulations.
- Assists with and is able to train in the use of all the various software products used in the performance of the program activities.
- Coordinates with other community agencies and utility companies in efforts designed to ameliorate energy-related crises.
- Develops and maintains a strong working relationship with clients, community agencies/organizations, contractors, supplier/vendors and funding source personnel.
- Process requisitions, purchase orders and receiving reports as outlined in the SNHS Purchasing Policy Manual in a timely fashion and verifies pricing for accuracy;
- Will maintain the confidentiality of clients and staff in accordance with SNHS policy and procedure.
- Will maintain professional boundaries with all current, past, and prospective clients, and maintain the confidentiality of clients and staff, in accordance with SNHS policy and procedure.
- Abide by all SNHS Safety policies and procedures.
- Present professional and positive image as a representative of SNHS.
- Responsible for having adequate knowledge of all SNHS programs and will gather sufficient intake information to make referrals to other SNHS programs which are beneficial to the client and his/her family.
- Perform other related duties as required.

I have read and understand the above description and I am confident that I will be able to meet the requirements of this job.

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Signature

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Date

*Revised August 23, 2007*