

NEIGHBORIMPACT

JOB DESCRIPTION

Job Title: Energy Assistance Advocate I

Reports to: Energy Assistance Manager or
Energy Assistance Coordinator

I. Job Summary:

This position provides both direct client assistance and referrals to NeighborImpact programs at agency offices throughout Central Oregon. The Energy Assistance Advocate I will deliver Energy Assistance to clients, working as part of the tri-county Energy team. The position also provides information and referral to persons seeking assistance from other NeighborImpact programs and may act as the local liaison to services from these programs. The Energy Assistance Advocate I may be asked to represent NeighborImpact at selected community events and meetings. This position is an essential part of the NeighborImpact Team working to advance the mission and demonstrate our core values. This position will require bilingual (English/Spanish) proficiency at certain office locations.

II. Duties, Tasks, and Responsibilities:

Direct Services (100%)

- Evaluate clients' needs and eligibility for energy assistance.
- Complete energy assistance applications during intake appointment or with paper applications
- Provide information about NeighborImpact programs and services
- Makes referrals and sets appointments
- Retrieve, return and respond to phone messages for energy assistance appointments
- May be asked to represent NeighborImpact at local community events and meetings
- Promote positive community partnerships
- Maintain working knowledge of community resources not offered by NeighborImpact
- Maintain client confidentiality according to agency policies and procedures
- Attend staff meetings and trainings as required
- Occasional travel to other locations throughout Crook, Deschutes and Jefferson counties to provide back-up in similar duties or to attend meetings (mileage reimbursed)
- Assist with other duties as assigned

III. Knowledge, Skills, and Abilities:

- * Ability to quickly become proficient in new computer applications
- * Ability to maintain accuracy when working with data and records
- * Ability to closely follow established procedures
- * Ability to resolve most deviations and problems while following program requirements
- * Ability to communicate and interact effectively and positively with clients, general public, partners and staff
- * Ability to successfully work as part of a team
- * Ability to work effectively with persons experiencing crisis situations, including those with mental health and substance issues
- * Ability to promote sensitivity, tolerance and respect for clients from different ethnic and economic backgrounds, and maintains professional boundaries at all times
- * Ability to be prompt, dependable and flexible
- * Ability to maintain client and agency confidentiality
- * Understand the causes of poverty and the effects of poverty on individuals and families
- * Knowledge of NeighborImpact programs preferred

NEIGHBORIMPACT

JOB DESCRIPTION

- * Knowledge of community resources serving low-income individuals and families

IV. Qualifications:

- High School Diploma or equivalent GED required. Associates Degree preferred
- Bilingual language skills preferred, required at certain locations
- * One year experience working in a paid customer service environment
- * Experience working as a successful member of team
- * Experience working with people experiencing crisis situations preferred
- * Experience working effectively and positively with people of different ethnic, cultural and socioeconomic backgrounds required
- Intermediate computer skills required including working knowledge of Outlook, Word, Excel, and internet navigation
- Prior to date of hire and throughout employment:
 - Valid driver's license.
 - Proof of current auto insurance.
 - Access to reliable transportation required.
 - Satisfactory criminal background check required

V. Position Details:

- The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required.
- Fair Labor Standards Classification: **Non-Exempt**
- NeighborImpact is an equal employment provider
- This position is a mandatory reporter which means requirement to report suspected child and elder abuse following state and agency reporting requirements and policies

VI. Signatures:

Employee Print Name: _____ Date: _____

Employee Signature: _____ Date: _____