Employee Name: \_\_\_ \_\_(Please Print)

**Sieda Community Action**

**JOB DESCRIPTION**

**JOB TITLE: Economic Support Specialist I UNIT: Economic and Family Support Services**

**REPORTS TO: Economic Support Program Manager FLSA STATUS: Non-Exempt**

**SUMMARY:**

The Community Action Program Specialist I is responsible for the day-to-day operation and maintenance of the Resource Center. Major programs are; LIHEAP, crisis utility assistance, resource and referral assistance and special projects throughout the year.

**DUTIES: Essential Functions**

* The Economic Support Specialist I performs multiple duties requiring moderate skills.
* Acts and conducts all work in accordance with program standards and Sieda policy and procedures.
* Maintains adequate inventory of cleaning/maintenance supplies for the county office(s) assigned.
* Assesses client needs and collects data from clientele to be entered into the NIFCAP data base.
* Makes appropriate referrals to available resources within the community to assist with identified barriers.
* Works with local utility companies to advocate on behalf of clientele. Arranges approved financial assistance to assist clientele in maintaining needed household utilities such as electricity, propane, natural gas and water.
* Maintains accurate, complete and current files for clientele served in each county.
* Assist the Economic Support Program Manager in providing temporary assistance in all seven counties in the event of an emergency, staff vacancy or other disruption to normal delivery services.
* Function as a team member in unit and agency activities.
* Communicates with the Economic Support Program Manager on a regular basis to discuss program concerns and potential changes to service in order to better meet the needs of the populations being served through Sieda.
* Conduct low-income board elections in their county office and submits election information to the main Sieda office within established time frames.
* Other duties determined necessary to support the Economic and Family Support Services Unit in achieving the goals of the agency.

**INDEPENDENT ACTION:**

* Receives periodic supervision regarding task guidelines and completion

**DECISION-MAKING AUTHORITY**

* Limited independent decision-making authority

**ADDITIONAL TRAINING:**

* Obtain specific training required by agency or program guidelines.
* Travel is required both in and outside the service area. Proof of auto insurance and valid driving license is required if employee claims travel reimbursement.
* This position is considered mandatory reporter of child abuse and required to hold a valid training certification

**PROGRAM REPRESENTATION:**

* Requires varying, moderate levels of interaction with staff, customer and other agencies in a role where they represent a Resource Center programming.

**PROGRAM DESIGN AND PLANNING:**

* Involved in the planning of a single program reflective of his/her job responsibilities.

**SUPERVISORY RESPONSIBILITY:**

* None

**OTHER REQUIRED SKILLS/ABILITIES:**

**ORGANIZATIONAL EXPECTATIONS:**

* Supports and models the agency’s mission, vision, and values.
* Maintain a regular attendance pattern to assure continuity of services and adequate staff coverage.
* Demonstrate professional behavior at all times including appearance and maintaining an orderly functioning office area.
* Treat all individuals in a courteous, non-judgmental, reasonable and confidential manner.

**LANGUAGE SKILLS:**

* Ability to speak comfortably and effectively one-to-one or in group settings.
* Must be able to solve practical problems. Must demonstrate good listening skills.
* Ability to read, analyze, and interpret most complex documents.
* Ability to respond effectively to customer/staff complaints.

**REASONING ABILITY:**

* Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of written rules and regulations and translate that information to various program staff in a format resulting in contractual compliance in the delivery of program services.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

* While performing the duties of this job, the employee is regularly required to talk and hear, occasionally required to stand, walk, use hand to finger, handle, or feel; and reach with hands and arms.
* The employee must occasionally lift and/or move 20 pounds.
* Specific vision abilities required by this position include close vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

* While performing the duties of this job, the employee is occasionally exposed to extreme cold and extreme heat.
* The noise level of in the work environment is usually moderate.

**PRE-EMPLOYMENT REQUIREMENTS:**

The requirements listed below are representative of the knowledge skill, and/or ability required to be considered for this position.

**FORMAL EDUCATION:**

* High School Diploma or GED
* Some College or vocational/technical training preferred

**EXPERIENCE:**

* Requires 1 year of experience working with the public.
* Prefer knowledge of issues surrounding persons experiencing poverty.

**TECHNICAL PROFICIENCY:**

* Requires moderate level computer knowledge and experience, has the ability to use existing program software applications with minimal training and can perform simple maintenance to keep computers operational.

ACKNOWLEDGEMENT OF RECEIPT

My signature below acknowledges that I have received, read and understand the above Job Description.

Signature Date

**Revised 1.2018**

**Revised 2/2022**