

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Case Worker I - Utility Assistance
Reports To: Program Manager or Coordinator
Supervises: None
FLSA Status: Non-Exempt
Pay Grade: 1

General Duties:

The Case Worker I – Utility Assistance will be responsible for the delivery of assigned program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values. Additional responsibilities include determining benefits eligibility to support low-income households in Champaign County to maintain utilities and provide information or referrals to address other identified service needs.

Required Knowledge, Skills, and Abilities:

- High school diploma/G.E.D. with at least 3 years' experience applicable to the program or Associate's degree in human services or related field.
- Ability to pass criminal background check.
- Strong background in customer services and human services.
- Multi-lingual skills preferred
- Valid driver's license and ability to travel throughout Champaign County as necessary to conduct services at outreach sites and home visits as necessary.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to consistently and accurately use basic math skills to determine household income and benefit eligibility according to funder income limits.
- Ability to learn the use of web-based systems.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.

- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to work productively with distractions and shift focus as needed.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Computer skills needed to complete case documentation, data entry and timesheets.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate client scheduling needs including periodic early mornings, evenings, and weekends.
- Knowledge of public assistance programs, including eligibility and application process.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Conduct screenings and eligibility determinations.
- Travel to meetings, training, service delivery, and other work sites.
- Provide direct work with program participants or on behalf of the program participant approximately 90% of workweek; non client specific program related functions 10% of workweek.
- Approximately 0-10% of work time in travel, 90% sitting, and 5% standing.
- Lift and carry equipment necessary to complete work, approximately 20 pounds.

Specific Duties and Responsibilities:

- Conduct program specific screenings and eligibility determinations.
- Provides an Energy Assistance (LIHEAP, PIPP, LISAP, Weatherization, etc.) verification process including intake, documentation, analysis, and follow-up.
- Ensures clients qualify for program services and begin processing utility vendor payments.
- Performs case management, including PIPP interventions to ensure client remedies missed payments and recertifies eligibility when necessary.
- Provide clients information and/ or referrals to other RPC or community services based on client need and eligibility.
- Participates in agency energy efficiency program outreach events for various programs (LIHEAP, PIPP, Weatherization, Mobile Home Initiative, etc.)
- Provide clients energy conservation education thorough one-on-one education, group presentations, written materials, etc.
- Assist clients with obtaining benefits or resources necessary to address barriers to program eligibility.
- Schedules and delivers program services according productivity standards. During LIHEAP peak season, Caseworkers released from probation period productivity standard is approximately 20 minute per household application appointment.
- Motivate and encourage client engagement and follow through.
- Provide culturally sensitive, needs responsive services to clients and families based on cultural, ethnic, racial and socioeconomic issues and diversity.

- Documents all tasks completed in the appropriate client files within the client records system in accordance with established document management requirements. Document all service provision within 48 hours of service/contact.
- Contributes to team efforts to maintain accurate client data, including client information in Acuity, STARS, and other client record systems.
- Supports agency efforts to collect client feedback, including client satisfaction surveys, needs assessments, etc.
- Attend training as required by supervisor.
- Supports co-workers in on-boarding and ongoing development through job shadowing, mentoring, and training.
- Participate in team meetings and individual supervisions and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Maintain up to date work schedule in Outlook calendar.
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Other duties as assigned

Competencies:

- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Composure:** Conveys a positive image of him/herself, his/her team, and the company effectively. Understands how tone of voice, word usage, eye contact, and body language affects others' perception of him/her.
- **Customer Focus:** Convergence of product awareness, attitude, efficiency, and problem solving in a way that adds value to the team, role or organization. Satisfies expectations and requirements from both internal external stakeholders. Identifies customer needs and is able to provide solutions or answers to problems

- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Effectiveness:** Ability to organize work process in such a way to “get the job done” using proper tools and support, and leveraging management, peers, and team members. Completing work that has been outline in an effective manner, which includes being done in a timely fashion to meet deadlines, and in a manner, that fulfills all requirements of the work.
- **Efficiency:** Able to achieve maximum productivity with minimum wasted effort or expense.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Professionalism:** Demonstrates a high-level of professional etiquette with internal and external stakeholders. Maintains tact in addressing difficult, awkward or conflicting situations. Displays consistent poise in all facets of his/her work.
- **Quality of Work:** Demonstrates a commitment to accuracy and thoroughness, and is fully committed to excellence in all phases of his/her job. Identifies and resolves mistakes, errors or omissions quickly and thoroughly.
- **Quantity of Work:** Achieves maximum productivity. Is effective in using time wisely and allocating tasks to ensure that all work is completed in a timely manner.
- **Respect for Diversity:** Manages all kinds and classes of people equitably and inclusively. Respects diverse perspectives. Supports equal and fair treatment and opportunity for all.
- **Resource Management:** Ability to effectively manage all resources, such as budget, effort, time-required to achieve organizational goals and business results.
- **Team Work:** Provides assistance, information or other support for the team to build or maintain relationships with them. Works well with other team members and does not contribute to unproductive group conflict.
- **Technology:** Comfortable using technology to accomplish tasks including adapting to new technology to optimize performance.
- **Time Management:** The process of [planning](#) and exercising [conscious](#) control of time spent on specific activities, especially to increase [effectiveness](#), [efficiency](#), and [productivity](#). It involves a juggling act of various demands with the finiteness of time.

Work Environment:

- Office work will be performed in an open cubicle environment sometimes involving distractions.

- Occasional work will be conducted in client homes and the community with many different variables related to pets, cleanliness, air quality, etc.
- Frequent near-vision use for reading and computer work.
- Early morning, evening and weekend availability is required as needs of the program dictate.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered to be “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department.

Signature of Employee_____

Date_____

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