

Job Announcement

Date: September 16, 2021

Position: Outreach Coordinator

Department: LIHEAP – Low Income Home Energy Assistance Program /Round Lake office

Status: Full-time / Temporary assignment ends 6/1/2021

Hours Available: Monday – Friday / 8:00 am – 4:30 pm

MAJOR RESPONSIBILITIES: *Other duties may be assigned*

Work with all Lake County Townships to provide client applications services. Training and taking applications with the Townships at their locations and working closely with them. Coordinate pick up of program applications to insure timely service to the clients. Provide outreach services to clients who need home visits. Assess needs, family situation, and potential eligibility for various in-house and other agency programs, especially energy programs. Counsels clients as to availability of programs, consumer rights and responsibilities, energy conservation and program eligibility requirements.

ESSENTIAL DUTIES:

- Coordinate partnership agreements with Townships and other community-based organizations.
- Provide training on the application process to Township and community-based organization's staff
- Coordinate drop-off/pick-up of applications, documentation, etc from each township or community-based organizations
- Enter and process all applications from the township and community-based organizations into the LIHEAP database
- Coordinate community events/activities for intake services
- Provide home visit intake Services for clients with limited mobility as determined by the Program Manager
- Complete client intake applications as needed per directive of Program Manager
- Maintain all records necessary for the implementation of this program in an orderly and easily retrievable manner.
- Does intake, meet clients, answer phone calls for Energy; assist coordinator in setting up appointments for Outreach.

QUALIFICATIONS:

- Excellent organizational and communication skills
- Ability to work well with others
- Basic computer skills
- Valid driver's license and reliable transportation with insurance
- Demonstrated ability to deal appropriately with difficult clientele
- Knowledge of consumer rights/responsibilities is a plus
- Knowledge of available energy conservation information is a plus
- Bi-lingual is a plus, but not required
- Social Service experience preferred
- High School Grad/GED

BASIC SKILLS REQUIRED TO PERFORM THE JOB:

Reading, writing, speaking, listening, problem-solving, analyzing, motivating, communicating, counseling, coaching, disciplining, performing basic math, organizing, detailing.

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the employee is required to stand, walk, sit and talk and hear. The employee must occasionally lift and/or move up to 20 pounds. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this



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

HOW TO APPLY

Internal Applicants:

Complete and submit internal employment application with current resume.

External applicants:

Complete and submit an Application for Employment along with a current resume via:

- Email: hr.request@caplakecounty.org. Subject Line: Resume
- Drop-off: Place resume and application in the drop box at 2424 Washington St. Suite 207, Waukegan, IL 60085
- Hours of Operation: 8:00 a.m. to 4:00 p.m. Monday - Friday

Download employment application from caplakecounty.org/careers.html

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