UCAN Employment Opportunity

Energy Assistance Supervisor – Douglas County

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<tr>
<th>Energy Assistance Services</th>
<th>Closing Date: November 4, 2020</th>
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<td>Budgeted Hours: 40 hours/week</td>
<td>Salary: $16.77 – $21.48 (DOE)</td>
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<td>Non- Exempt Status</td>
<td>Plus benefits</td>
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**DRIVING RECORD:** Applicants selected for interview will be required to bring to the interview a recent Court Print driving history obtained from the DMV. Please allow 2-5 days for delivery and longer for out of state.

**THE POSITION:** Supervise Energy Assistance Intake team. Provide leadership and oversight of direct service activities. Organize day-to-day program operations. Ensure that work is performed in alignment with policies and procedures, program rules and regulations, and agency goals. Participate in the development of new policies and procedures. Deliver direct services to families and individuals.

**Essential Functions of the Job:**
1. Supervise, assign work to, set priorities and monitor performance of Energy Assistance Intake team. Plan and distribute the day-to-day workload of energy assistance intake team. Ensure that services are provided with a client centered focus and are provided in a manner that reflects the core values of the agency. Coordinate workflow. Coordinate regular team meetings. Assist in the selection of staff. Provide training to staff.
2. Establish and maintain client files, program records and statistics. Complete and maintain a variety of program records and reports. Complete energy assistance reports to request payment transfer. Process and send checks to vendors. Process all paperwork correctly and in a timely manner. Track funds available for direct client services. Develop materials and forms.
3. Review and authorize intake applications. Oversee and ensure proper client data is entered into the OPUS system.
4. Ensure vendor contracts are renewed each year or as needed. Maintain vendor contract files. Provide information to vendors as needed.
5. Interview clients coming to UCAN for energy assistance. Explain program, gather and verify information and determine eligibility for services following guidelines of programs. Assist clients in completion of applications. Process all paperwork correctly and in a timely manner.
6. Plan and coordinate outreach in outlying communities. Interpret to public and other programs and community agencies, information requiring a solid knowledge of program policies and procedures in order to provide assistance, exchange information, and solve problems.
7. Remain aware of community resources in order to refer people. Establish and maintain rapport with community partners and vendors.

**MINIMUM QUALIFICATIONS:** Associate degree in business, human services plus two years work-related experience OR four years work-related experience OR a satisfactory equivalent combination of education, experience and training. At time of appointment, must possess a valid Oregon driver’s license.

In addition to the above, applications will receive further evaluation based on the following: Knowledge of: Considerable knowledge of business management to supervise programs; reasonable knowledge of low income needs; considerable knowledge of social services practices and community resources; reasonable knowledge of recordkeeping and fiscal processes. Skill in: Use of automated systems and databases, report preparation, organizational skills, interviewing and listening techniques, positive employee supervision and effective problem solving. Ability to: Communicate effectively in both oral and written forms; maintain confidentiality; lead and motivate a team; estimate and manage time efficiently; prepare and maintain fiscal and/or statistical records and reports; multitask and adjust to priority changes and remain calm and use good judgment during confrontational or high pressure situations; interpret policy and procedures to employees and the public; make decisions independently in accordance with established policies and use initiative and judgment in carrying out tasks and responsibility; courteously meet and deal effectively with other employees, public agencies, community partners, program clients and the public. Must follow all safety rules and practices, and perform work in safe manner.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Work will require bending, lifting and carrying up to 5 pounds, keyboarding, reaching, sitting, standing and walking. Work is typically performed under very comfortable working conditions. Work requires continuous/concentrated mental and/or visual attention and alertness and is performed in a safety conscious manner at all times.

**SUBMIT COMPLETED UCAN APPLICATION TO:**
UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470
541-492-3913  FAX 541-492-3921
Application on website: [www.ucancap.org](http://www.ucancap.org)

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