

# HONOLULU COMMUNITY ACTION PROGRAM, INC.

## POSITION DESCRIPTION

**POSITION TITLE : Weatherization Programs Specialist**

**FLSA STATUS : Exempt – Grade 9**

**REPORT TO : Program Coordinator**

**SUPERVISES : None**

### **INTRODUCTION**

The Programs Specialist is responsible for assisting with the proper implementation of the Weatherization Assistance Program (WAP) and Weatherization Assistance Program/Low-Income Home Energy Assistance Program (WAP/LIHEAP). The Programs Specialist will assist with screening and application assistance to low income clients; provide assistance with screening and application process to district staff; convey information to and from installers; maintain client case folders; record completion of installation of energy devices and energy conservation education; assist in ensuring complete, accurate and timely records and the timely submission of reports; and accurate tracking of data for outcome measures and reporting purposes. The Programs Specialist will work with the Program Coordinator in conducting and facilitating program activities and assist in performing all other duties as required.

### **CORE COMPETENCIES**

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic, and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships, and partnerships. The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decision in a timely manner.
6. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development, and personal growth.

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**ESSENTIAL POSITION RESPONSIBILITIES** includes the following. Other duties may be assigned:

- Maintain client and case-files, and other physical and electronic records in line with program requirements and guidelines.
- Coordinate delivery of program services to eligible clients.
- Coordinate and assist District Service Center staff with completing client applications.
- Gather required compliance data from vendors and contractors in line with program requirements.
- Develop forms and systems for documentation and reporting.
- Monitor, calculate, and verify program running averages to ensure compliance with program standards.
- Clerical/administrative duties including answering phones and data entry.
- Plan, coordinate, and participate in the implementation of training sessions and other related projects.
- Maintenance, care, and inventory of tools, equipment, and supplies.
- Document and submit completed work orders to immediate supervisor in a timely manner.
- Account for work time and job results for each work assignment.
- Respect and support cultural differences and diverse family structures.
- Attend mandatory training and staff meetings.
- Coordinate home visits with clients.
- Assist with the preparation of program audits.
- Execute and perform other duties as required.

### **MINIMUM QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION**

Associate's degree in business, social work, or related field is preferred but not required.

### **EXPERIENCE**

1 year experience providing social services to low-income families or related work is preferred but not required.

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### CERTIFICATES, LICENSES, REGISTRATIONS

Applicants must have a valid driver's license and automobile that is properly licensed and insured.

### REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Ability to plan, develop and coordinate program activities to meet organizational objectives and goals.
- Ability to gather, interpret data, to reach logical conclusions and make recommendations.
- Ability to formulate new administrative forms, prepare and submit reports.
- Strong computer skills.
- Strong instructor/teaching skills.
- Ability to monitor programs for compliance with laws, contracts, and RFP's.
- Ability to assess training needs and conduct training.

### DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of the characteristics of low-income areas and the community resources on Oahu.
- Knowledge of the multi-ethnic cultures common to Oahu.
- Ability to work with minimal supervision.
- Ability to use power tools and measuring devices safely and accurately.
- Good interpersonal skills. Tactful, mature, flexible, and able to get along with diverse personalities.
- Excellent organizational skills.
- Skillful in establishing and maintaining positive, effective working relationship with co-workers, community partners, customers, monitors, and funding source representatives.
- Ability to learn and adapt.

### PHYSICAL DEMANDS/WORKING CONDITIONS

	Never/ Rarely	At Times	Often/ Constant
Work Locations : in doors			X
Work Locations : outdoors		X	
Work Locations : sitting			X
Walking/standing			X
Bending/crouching/reaching, etc			X
Lifting/carrying - light (up to 10 lbs)			X
- medium (11 to 20 lbs)			X

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- heavy (over 20 lbs)		X	
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc	X		
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X

Approved: \_\_\_\_\_