

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : LIHEAP Intake Aide
PROGRAM : LIHEAP
GRADE : Temporary (June – August)
FLSA STATUS : Non Exempt
REPORT TO : Community Service Manager
SUPERVISES : None

INTRODUCTION:

The LIHEAP Intake Aide is responsible for screening and interviewing applicants for appropriate admission to the program. Schedules appointments for further assessment, and handles crisis calls or refers to Supervisor or other appropriate staff member when necessary.

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.
4. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decision in a timely manner.
5. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

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

- Informs callers about services in a cordial and concise manner
- Confirms clients' appointments and answers questions that may arise
- Interviews clients to obtain information, explains process, and completes intake process
- Gives and receives client information in person, by telephone, or mail to authorized persons
- Tracks data for program participants and enters data into agency and/or state information management system
- Maintains documents, files, applications and other pertinent information
- Keeps accurate logs, daily schedules, takes messages, and performs follow-up with perspective applicants

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:

High School Diploma or GED

EXPERIENCE:

Two years general clerical experience with data entry, typing experience, and computer literacy in excel and access.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES:

- Able to maintain a high level of confidentiality
- Must be able to read, write and speak in Standard English
- Able to accept supervision and work with staff and community social services providers cooperatively
- Able to deal effectively with a variety of people, situations, problems and changes
- Able to work with people who are in stressful situations
- Able to work independently, as well as in groups
- Daily access to a vehicle preferred
- Bilingual/bicultural skills, preferably in Marshallese, Chuukese, Samoan, Filipino, Korean, Laotian, Vietnamese, Japanese, or Chinese

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

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	
- 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

Revised 3-18-2014