

CLEVELAND HOUSING NETWORK, INC.

Site Coordinator-HEAP

REPORTS TO: Utilities Assistant Manager

POSITION SUMMARY

Under the administrative direction of the Quality Assurance Supervisor the Site Coordinator will focus primarily on the quality assurance of the community sites, reports, coordinate with management team at the community sites, and provide necessary trainings to site staff as needed.

RESPONSIBILITIES

- Coordinate scheduling to ensure daily intake coverage at all community sites and locations as identified.
- Complete site production and quality assurance reports as needed.
- Focus on the day to day operations at the community sites and coordinate trainings and processes as needed.
- Interviews and determines eligibility for multiple utility programs; follows program guidelines; collects and enters data, computes financial budgets; verifies eligibility documentation. Prepares and scans documents to the case files including changes affecting eligibility; notifies participants of any changes in assistance or services.
- Prepare routine correspondence; case summaries and reports.
- Explains CHN's available services and programs to individuals and families in order to impact current crisis and/or meet their needs as well as provide community referrals.
- Provide community outreach to customers within the community and travel to community sites for as needed.
- Must be a person of integrity, initiative, compassion and the ability to maintain composure in a high volume office setting.
- Maintain a high level of customer service and professionalism at all times.
- Provide utility and energy education and referrals as necessary
- Attends trainings, meetings, and information sharing sessions.
- Perform other related duties as assigned.

QUALIFICATIONS:

- Bachelors Degree preferred in social service field OR equivalent work experience in the social service field
- Minimum 4 years experience working with the public in a social service environment, involving interviewing, collecting, organizing, analyzing and interpreting complex data.
- Previous outreach and quality assurance experience preferred
- Ability to problem solve and multi task in a fast pace environment
- Conflict resolution experience and proven skills
- Ability to work independently with little to no supervision
- Ability to demonstrate basic math skills
- Ability to demonstrate strong oral and written communication and interpersonal skills.
- Ability to work well in a team environment

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to Sandra Durda at sdurda@chnnet.com or via mail at 2999 Payne Ave Suite 306 Cleveland, Ohio 44114.

M/F/V/D/EOE