

# IRONBOUND COMMUNITY CORPORATION

## Job Description Form



Program Name: Financial Opportunity Center

Job Location: 317 Elm St., Newark, NJ 07105

Job Title: LIHEAP Case Specialist

Reports to: Title: Director Of Programs

Hours:	FLSA Status	Type of position:	Other comments:
	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Consultant/Contractor <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	

### JOB DUTIES

The Ironbound Community Corporation (ICC) is a 50+-year nonprofit organization whose mission is to engage and empower individuals, families, and groups to realize their aspirations and work together to create a just, vibrant, and sustainable community. ICC strives to address the needs of our diverse, multi-lingual, multi-cultural community. Today, ICC serves more than 1,000 children and families daily with various programs and services. ICC also strengthens communities through advocacy, neighborhood organizing, and community development initiatives.

The Ironbound Community Corporation is seeking a LIHEAP Case Specialist who will be responsible for supporting community members in accessing the Low-Income Home Energy Assistance Program (LIHEAP). The Specialist will assist clients with completing applications, gathering required documents, and ensuring follow-up to streamline the application process. This role includes active community outreach, referrals to ICC's wrap-around services, and fostering a supportive environment for individuals and families.

### ROLES AND RESPONSIBILITIES

- Assist community members in completing LIHEAP applications, ensuring all required information and documents are provided.
- Verify the accuracy and completeness of application submissions.
- Educate applicants on program eligibility requirements and guidelines.
- Conduct outreach initiatives and workshops to inform community members about LIHEAP services and application deadlines.
- Conduct comprehensive assessments to determine clients' eligibility for energy assistance programs.
- Collaborate with community partners and attend local events to promote the program.
- Interview clients to gather detailed information on financial status, household composition, and energy needs.
- Distribute informational materials to raise awareness of LIHEAP.
- Educate clients about the LIHEAP program, including eligibility criteria, benefits, and responsibilities.
- Maintain regular communication with community members throughout the application process, promptly addressing any missing documentation.
- Maintain detailed and confidential client records, ensuring compliance with data protection regulations.
- Establish and maintain relationships with local community organizations, government agencies, and utility companies to facilitate referrals and coordinate services.
- Follow up with clients after submitting applications to monitor status and provide updates.
- Advocate on behalf of clients by liaising with LIHEAP administrators or other relevant parties.
- Refer community members to other ICC programs and services based on their needs, such as workforce development, food assistance, or financial coaching.
- Collaborate with internal teams to create a seamless support system for clients.

### JOB SPECIFICATIONS OR QUALIFICATIONS, SPECIAL WORKING CONDITIONS

- High School Diploma or equivalent; Associate's or Bachelor's degree preferred.
- Bilingual (English/Spanish or English/Portuguese).
- Experience in case management, community outreach, or social services.
- Strong organizational skills and attention to detail.

- Excellent communication and interpersonal skills.
- Proficient in Microsoft Office Suite, Google Suite, and database management.
- Ability to work independently and as part of a team.
- Demonstrates compassion, respect, and cultural sensitivity when working with diverse populations.
- Identifies challenges and provides solutions to ensure community members' needs are met.
- Works effectively with colleagues and partners to achieve program goals.
- Maintains flexibility in a dynamic, fast-paced environment and can work from multiple sites.

### **Core Values**

ICC is animated by core values, including mutual respect, empathy, fairness and transparency, commitment to excellence, and accountability.

**Mutual Respect:** We accept the importance of each person's rights, customs, and wishes. We are courteous and supportive in our interactions with clients and colleagues.

**Empathy:** We strive to understand what others are experiencing and feeling by trying to see things from their perspectives. We are willing to give our time and energy to the community and are constantly searching for ways to improve the lives of those we serve.

**Fairness and Transparency:** We are committed to authentic, two-way communication, willing to listen without judgment and, with respect, express our point of view. We cherish diversity and inclusiveness, embracing the community with its input and feedback.

**Commitment to Excellence:** We provide the highest quality service possible, earning trust and exceeding expectations. We continuously learn from experience. We approach challenges with creativity and flexibility.

**Accountability:** We are responsible for the quality and outcomes of the programs we provide, for explaining why deviations from reasonable expectations may have occurred, and for responding responsibly at all times, especially when errors in behavior or judgment have happened.

**ICC is an Equal Opportunity Employer** committed to further building and maintaining a staff that reflects our community's full range and diversity. Not only do we embrace and celebrate the diversity of our community members, but we also strive for the same in our employees. ICC is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, national origin, gender, sex, gender identity or expression, sexual orientation, age, citizenship, marital or parental status, disability, veteran status, or other class protected by applicable law. We are looking for a diverse applicant pool. We strongly encourage women of color, persons with disabilities, immigrants, members of the LGBTQ community, and people from low-income and working-class backgrounds to apply.

If interested, please send a resume and cover letter to [ICCHiring@ironboundcc.org](mailto:ICCHiring@ironboundcc.org) with the subject line "LIHEAP Case Specialist."