

**CAROLINA COMMUNITY ACTION, INC.**  
**POSITION DESCRIPTION**

**POSITION TITLE: CLIENT ASSISTANT PROGRAM SPECIALIST**

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<b>EMPLOYEE:</b>	<b>FLSA STATUS:</b> Non-Exempt
<b>JOB GRADE:</b> 3	<b>COMPONENT:</b> 25% CSBG & 75% LIHEAP
<b>LOCATION:</b> Lancaster County Office	
<b>REPORTS TO:</b> Energy & Economic Development Manager	

<b>PREPARED BY:</b> The JESCLON Group, Inc.	<b>DATE:</b> July 1, 2013
<b>REVISED BY:</b> Human Resources Manager	<b>DATE:</b> March 26, 2019

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**SUMMARY**

Responsible for executing the work plan for client assistance services for the CSBG/LIHEAP Program/Project activities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

**Primary**

1. Present program information to the communities in an effort to inform and recruit eligible clients. Conduct intake and needs assessment services on-site and in the field. Screen and assess clients for eligibility and process applications by completing forms and obtaining necessary documentation per agency and program requirements/guidelines. Enter accurate and timely information in approved computer system/application.  
**Cost allocation** – 5% CSBG & 25% LIHEAP
2. Determine the level of assistance and services provision based on assessed needs per agency and program requirements/guidelines. Refer clients to other available resources within the agency and community and follow up on those referrals.  
**Cost allocation** – 5% CSBG & 15% LIHEAP
3. Prepare vouchers to be redeemed by vendors. Forward required information to manager for processing of payment per agency procedures.  
**Cost allocation** – 5% CSBG & 10% LIHEAP
4. Remain cognizant of each program's funding allocation and expenses for reconciliation with monthly reports.  
**Cost allocation** – 2% CSBG & 10% LIHEAP
5. Responsible for client file creation to include required documents. Maintain complete and accurate records on program and client services activities per agency procedures/work statement; provide the State Programs Director, Program Managers and funders with appropriate statistics for the program, i.e. weekly, monthly, quarterly and annual reports.  
**Cost allocation** – 5% CSBG & 10% LIHEAP
6. Attend trainings, conferences, meetings, etc.  
**Cost allocation** – 2% CSBG & 3% LIHEAP

7. Other related duties as deemed necessary by the Program Manager.

**Cost allocation** – 1% CSBG & 2% LIHEAP

**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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

- High school diploma or general education degree (GED); 1 year college or Associates Degree preferred. Three to six months related experience and/or training; or equivalent combination of education and experience. Experience providing various social services is a plus.
- Demonstrated knowledge of programs and services for low-income families.
- Possess the ability to meet, work, and interact with all segments of the community. Demonstration of excellent customer service skills.
- Possess the ability to write reports, correspondence, success stories, etc.
- Ability to travel within the service area.
- Demonstrated knowledge and proficient use of MS Office Software Applications, especially Excel, Word and Internet, and demonstrated data entry ability. Ability to learn and use other software applications applicable to the position.

**OTHER SKILLS AND ABILITIES**

- Ability to operate office equipment that includes desktop computer, printer, calculator, copier, fax machine, multi-key telephone system, scanner, etc.
- Ability to type at least 40 words per minute.
- Ability to calculate figures and amounts such as discounts, interest, averages and proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra.

**REASONING ABILITY**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**LANGUAGE SKILLS**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures and government regulations.
- Demonstrated ability to effectively present information and respond to questions from employees, participants, customers, and the general public.
- Demonstrated ability to compose correspondence, create and interpret reports and procedure manuals.

**CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid Driver’s License, Proof of Auto Insurance and reliable transportation that may be used in the performance of duties.

**PHYSICAL DEMANDS**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to walk, stand, crawl, bend, stoop, climb, use hands to find, handle, or feel; and reach with hands and arms. The employee frequently is required to sit and talk, hear. The employee may occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

**WORK ENVIRONMENT**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**SPECIFICATION**

- The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, an employment contract, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.