

Missouri Ozarks Community Action

Job title	<i>LIHEAP Deputy Director</i>	Grade	<i>9</i>	Class	Exempt
Reports to	<i>Executive Director</i>	Step		Unit	LIHEAP

Job purpose

Plan, direct and oversee the operations of the LIHEAP Department and other Emergency programs. Overseeing and leading the work within the group; maintain work systems, procedures and policies that enable and encourage the optimum performance of its people and other resources within the organization. Accomplish department objectives by managing staff, planning and evaluating departmental activities.

Duties and responsibilities

1. Responsible for assuring client services delivered in a fair and equitable manner.
2. Assure confidentiality of any information received from or given to clients or about clients to other agencies.
3. Assure the LIHEAP Department is performing as specified by contract and agency policy and that staff time is used to optimum advantage.
4. Plan and execute training events to assure that staff have the knowledge and skills to perform their job duties in an efficient and safe manner.
5. Responsible for Staff compliance with LIHEAP and other emergency program contract requirements.
6. Responsible for supervising and evaluating the performance of the LIHEAP Emergency Services Advocates and other staff as assigned.
7. Make recommendations for improvement.
8. Assure that award letters are prepared and mailed within the parameters of the contract.
9. Plan and conduct Departmental Staff Meetings when needed.
10. Assist with tracking outcomes on Emergency Programs.
11. Process client and program files to insure completeness and oversee corrections as necessary.
12. Prepare reports on LIHEAP and Emergency Service programs as required by funding sources.
13. Maintain employee, client and program records in a logical and trackable fashion.
14. Review staff and client paperwork for correctness.
15. Responsible for preparation of grant applications for the department.
16. Report immediately to Executive Director any instances of noncompliance with contracts.
17. In coordination with Executive Director, develop program implementation plans for LIHEAP and other Emergency service programs.
18. Assure that payment obligations, once made are documented, vouchered, and submitted to accounting in a timely manner.
19. Assist with data collection and writing of grant applications.
20. Responsible for learning the MIS system and capability of accurately entering and retrieving client data.
21. Other duties as assigned by Executive Director

Integrity

1. Ensure confidentiality of customers, agency, and co-workers.
2. Establish and maintain good working relations with other service providers, including co-workers and community.
3. Become familiar with MOCA's Personnel Policy manual and follow policies outlined therein.
4. Adhere to MOCA policies and procedures, and LIHEAP policies and procedures.
5. Represent MOCA, its policies and point of view while interacting with other agencies and individuals.
6. Attend all staff meetings and required trainings.
7. Responsible for maintaining a regular schedule in the central office in coordination with other staff.

Preferred Qualifications

1. At least one year experience in data entry.
2. At least three years' experience in program administration.
3. Ability to deal effectively with a wide variety of people of diverse backgrounds.
4. Four years' experience in Energy Crisis Intervention and LIHEAP (Low Income Heating Energy Assistance Program).
5. Assisting with statistical data collection and interpretation.
6. Four years' experience similar to duties required of this job including Management, Leadership and Supervisory Skills.

7. Knowledge of History of Community Action.

Minimum requirements

1. High School Diploma or equivalency with sufficient training and/or experience to carry out the duties listed above.
2. Working knowledge of computer data entry.
3. Ability to deal effectively with a wide variety of people from diverse backgrounds.
4. Must have one year experience in related area including LIHEAP and ECIP
5. Ability to communicate effectively in both written and oral form.
6. Must have dependable transportation and valid driver's license.
7. For training purposes, must be able to travel out of area on a regular basis and, on occasion (2-3 times per year) take trips of two to five days.

Direct reports

Not applicable

Equal Employment Opportunity Statement

Missouri Ozarks Community Action (MOCA) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by local, state, or federal law.

Employee Acknowledgement

I have received a copy of my job description, and have an understanding of the duties and responsibilities listed wherein. I agree to abide by all rules stated in the MOCA Personnel Policy Manual regarding conduct and working conditions not described in this job description.

Employee Signature: _____ Date: _____

Director Signature: _____ Date: _____

Approved by:		Approved by:		Approved by:	
Date approved:		Date approved:		Date approved:	
Reviewed:		Reviewed:		Reviewed:	