

**Community Action Partnership of Central Illinois JOB DESCRIPTION**

POSITION: LIHEAP/ILRPP Intake Coordinator  
 Reports to: CSBG Project Director  
 CLASSIFICATION: VII (Non-EXEMPT)

WORKSITE: Varies by Job Site

*Wage Range: \$12.73 - \$18.56  
 Annualized F/T Salary: \$26,478 - \$38,604  
 Annualized P/T Salary: \$13,239 - \$19,302*

## SUMMARY OBJECTIVE:

The LIHEAP/ILRPP Intake Coordinator is under the direction of the CSBG Coordinator and will be focused on providing energy and rental assistance to community members and CAPCIL customers. This position will concentrate on collecting required documentation, data entry into various reporting programs, and providing an explanation of the LIHEAP (Low Income Home Energy Assistance Program) and ILRPP (Illinois Rental Payment Program) processes. It is very important for the LIHEAP/ILRPP Intake Coordinator to be knowledgeable in all CAPCIL programs, as well as community resources to ensure the needs of the customers are being met and internal/external referrals are being made. The LIHEAP/ILRPP Intake Coordinator will assist in identifying and recruiting prospective clients for advocacy programs to assist in the holistic family assistance approach embraced by CAPCIL.

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## RESPONSIBILITIES:

- Perform intake procedures to determine client eligibility for agency programs including but not limited to ILRPP, Head Start/Early Head Start, LIHEAP, Meals on Wheels (Senior Nutrition), Senior Transportation.
- Perform clerical duties as appropriate: answering phones, serving as a physical presence at the intake desks, processing data in the organizational database, and serving as the liaison between the client and the program points of contact.
- Perform various outreach activities.
- Provide referrals to other agencies and community partners as appropriate.
- Provide education about all program offerings.
- May work multiple locations at multiple sites based on the agency need to ensure excellent business continuity for the community CAP offices.
- Observe CAPCIL’s confidentiality policy regarding customers, records, and staff.
- Possess a working knowledge of grants, programs, requirements, guidelines and service delivery practices of the agency.
- Perform all other duties as assigned.

Key Performance Indicator	Measure	What does Good Look Like?
Customers are provided information and referrals for other services that promote a holistic approach	<ul style="list-style-type: none"> <li>• # of applicants provided with referrals</li> </ul>	<ul style="list-style-type: none"> <li>• 10 per month</li> <li>• 30 per quarter</li> <li>• 120 total referrals in a calendar year</li> </ul>
Customers have good financial habits and possess a wealth mindset	<ul style="list-style-type: none"> <li>• % of applicants register for Budget Billing</li> </ul>	<ul style="list-style-type: none"> <li>• 20% of total LIHEAP/ILRRP applicants</li> </ul>
Completed LIHEAP/ILRPP applications entered into CAP 60, STARS, and LIHEAP & ILRPP portals	<ul style="list-style-type: none"> <li>• # of applications waiting for entry</li> <li>• # of households served through ILRPP</li> </ul>	<ul style="list-style-type: none"> <li>• Applications are no more than a week overdue on entry</li> <li>• Projected ILRPP numbers per county:                             <ul style="list-style-type: none"> <li>○ Logan – 20</li> <li>○ DeWitt - 10</li> <li>○ Piatt - 8</li> <li>○ Mason - 10</li> <li>○ Menard - 8</li> </ul> </li> </ul>

**QUALIFICATIONS:**

- Demonstrated ability to work with staff and the general public.
- Possess outgoing and charismatic personality.
- High School diploma/GED required.
- Ability to make timely, thoughtful and informed decisions.
- Strong oral and written communications skills.
- Experience with data entry and Microsoft programs.
- Proven track record in building and maintaining professional relationships.
- Possess good organizational skills.
- Possess valid Driver’s License, functional vehicle and proof of vehicle insurance.
- Successfully complete fingerprint and background check as required by 89 Ill. Adm. Code 385, Background Checks (Section 407.1 10) and CAPCIL procedure.
- Must successfully complete CPR, First Aid and any other certification deemed necessary for the operation of the program.
- Willing to travel and further professional growth.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. No contractual or similar obligation is implied or inferred by this job description or the employment relationship.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

