



EAP Intake, Assessment, and Referral Specialist

Organization: Community Action Partnership of Hennepin County (CAP-HC) is a 501(c)(3), non-profit organization that helps people with lower incomes navigate crisis situations, build stability, and lift themselves out of poverty. Our community-centered programs, services, and partnerships address immediate needs and support Hennepin County residents on their path to prosperity.

CAP-HC was established in 1986 and is part of the Community Action Network, a 1,000-agency strong network committed to poverty reduction.

Our mission is to partner with the community to provide effective and responsive services to reduce the impact of poverty in Hennepin County.

We value:

- Building Relationships
- Creating Opportunity
- Eliminating Barriers
- Equity and Inclusion
- Responsible Stewardship
- Strengthening Communities

Job purpose

The Intake, Assessment & Referral Specialist has primary responsibility for handling incoming phone calls for the Energy Assistance Program (EAP), providing assistance with completing EAP applications, and providing internal and external referrals to low-income households who need assistance with their home energy costs. The Specialist will work with other social service and community resources. This position is seasonal, typically running from early fall through late spring.

Duties and Responsibilities

Client Communication

- Explain program guidelines to potential clients
- Return client voicemails in a timely manner
- Conduct telephone interviews with clients to determine eligibility
- Mail applications as requested
- Explain verification needed for completion of applications
- Provide callers with community referral information as needed
- Greet visitors, provide them with an application to fill out, and answer other program questions as required
- Inform applicants of their rights and responsibilities

Clerical/ Data Processing

- Assist with maintaining databases and client lists showing date applications were received.
- Assist with the retrieval of mail from EAP post office box.
- Assist with tracking the receipt and distribution of all applications.
- Assist with mail distribution of EAP applications, award letters and other mailings.
- Assist with the accurate filing and purging of EAP applications and household records.
- Assign household numbers and enter EAP household member information as needed.
- Enter and/or modify application information accurately and completely on computer system using EAP software.
- Prepare and print address/file labels as needed.
- Assist with weekly counts and the preparation of reports

Other

- Attend EAP and CAPHC staff meetings and trainings as required.
- Attend EAP outreach events as assigned.
- Other duties as assigned.



Community Action

Partnership of Hennepin County

Qualifications:

Required

- High school diploma or GED minimum

Preferred

- AA in Business, Social Work, or related field or 2 years' experience

Working Conditions: Works in an office environment and/or remotely

Physical requirements: Must be able to perform job duties and responsibilities. Reasonable accommodations will be considered.

Scope of Responsibility:

- Position has no direct reports
- Knows policies, procedures, and practices necessary to perform their assigned duties.

Salary & Benefits: This is a full-time, seasonal, non-exempt position with a wage of \$18.00 per hour.

Location: CAP-HC is based in St. Louis Park, MN and serves all of Hennepin County.

Contact: Please send resume and cover letter to Sam Miller, Director of Human Resources and Information Technology, smiller@caphennepin.org.

CAP-HC is an Equal Opportunity Employer and acknowledges that equal opportunity for all persons is a fundamental human value. CAP-HC will provide equal opportunity in employment and advancement opportunities to all persons; and will provide access to, admission to, full utilization and benefit of training and promotional opportunities without discrimination because of race, color, creed, age, ancestry, religion, national origin, sex, gender identity, disability, sexual orientation, marital or familial status, or public assistance status, membership or activity in a local commission, or any other characteristic protected by law. Every person making application for, currently employed by, or applying for further vacancies in CAP- HC will be considered on the basis of individual ability and merit.