

## **LIHEAP Coordinator**

Worcester Community Action Council (WCAC) is the federally-designated anti-poverty agency for Worcester and serves 44 surrounding communities. Our commitment to low-income individuals and families has been a core strength and major component of our success for 50 years.

We are seeking a self-directed leader for this exempt position to assume the day-to-day operation of the Federally Funded Low Income Home Energy Assistance Program (LIHEAP) serving Central and Southern Worcester County. The ideal candidate will have a Bachelor's degree, Master's level preferred. A combination of education and related experience considered. Bilingual applicants will strongly be considered.

The successful candidate will have experience managing Federal Grants and Human Services Programs, as well as experience managing a large staff with multi-faceted responsibilities. They will lead by example, providing excellent customer service to the low and moderate income clients who are eligible for fuel assistance and other energy efficiency programs.

Excellent critical thinking, analytical and organizational skills and high attention to detail in addition to strong written and verbal communication skills are required.

### **Duties and responsibilities to include:**

Oversee the administration of LIHEAP in accordance with the Department of Housing Development (DHCD) Administrative Guidance, ensuring compliance with all appropriate rules and regulations from intake through payment.

Assist in preparing and monitoring the budget.

Coordinate the daily supervision of program, including scheduling and staffing while ensuring appropriate training, coaching and employee development for all staff members.

Collaborate with the Director of Energy Resources to formulate the annual LIHEAP work plan for submission to DHCD. Attend the annual conference to keep abreast of updates and changes.

Assist with the site visits and annual LIHEAP assessment. Ensure that all the requirements are in place for the assessment team and respond to any requests during the process.

Conduct Community Outreach by training and informational seminars for area Councils on Aging and other Human Service agencies.

Prepare and present regular reports, including detailed charts and graphs to funders and senior management.

Other duties and responsibilities may be assigned as necessary.

WCAC offers competitive salaries and an excellent benefits package to include Blue Cross Health and Dental, Agency paid Life Insurance, 403(b), paid time off and much more.

Send resume with cover letter specifying position to: Human Resource Director, Worcester Community Action Council, Inc., 484 Main St., 2nd Fl., Worcester, MA 01608. AA/EOE.