

HOME ENERGY ASSISTANCE PROGRAM EXAMINER

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position assigned to the Department of Community and Family Services or Office for the Aging. Incumbents in this class perform financial evaluations to determine financial eligibility of clients for the federally sponsored Home Energy Assistance Program (HEAP). The work involves applying standard financial criteria to individual cases for the purpose of determining the eligibility of applicants for program benefits. The work is performed in accordance with regulation and department policy and involves in-depth interviewing, frequently under stressful conditions; assessing and verifying data to establish eligibility; making appropriate referrals; and the processing and maintenance of a variety of forms and records. Work is performed under the direct or general supervision of a higher level employee with some leeway allowed in the performance of work assignments. Supervision is not normally a function of the class; however, this class may act as a technical resource in a specialized area.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Interviews applicants for Home Energy Assistance Program financial eligibility in County offices, Senior Friendship Centers and other locations, as needed;
2. Assists applicants in understanding eligibility;
3. Attends meetings and training sessions to keep abreast of HEAP rules and regulations;
4. Makes public presentations regarding HEAP;
5. When assigned to Office for the Aging, transmits applications and information to the DCFS in a manner determined by DCFS;
6. Informs all applicants in writing of eligibility determination;
7. Maintains files, including HEAP applications, supporting documentation and other documents;
8. Advises applicants on eligibility for special programs such as fuel-related emergencies, low-income weatherization, SNAP, Temporary Assistance, Medicaid and other benefits;
9. Assists applicants in completing applications for special programs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of investigation techniques including interviewing procedures and practices; working knowledge of Federal, State and Local laws, codes and policies concerning the provision of social welfare financial programs; working knowledge of other laws, codes and programs relating to the provision of human services; good knowledge of business arithmetic and English; ability to communicate effectively both orally and in writing; ability to relate well with others under stressful conditions; ability to read, interpret, understand and explain moderately complex written information; ability to analyze obtained information and determine its pertinence to financial service programs; skill in operating office equipment to produce work accurately and efficiently; good powers of observation and perception; initiative; tact; patience; courtesy; good judgment; physical condition commensurate with the demands of the position.

HOME ENERGY ASSISTANCE PROGRAM EXAMINER (Cont'd)

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and:

EITHER: (A) Associate's or higher-level degree;

OR: (B) Two (2) years of full-time paid work experience which involved public contact and primarily involved learning, applying and explaining rules and regulations;

OR: (C) An equivalent combination of education, training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT:

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application, and to maintain the position.

CL3406

ADOPTED: 10/11/84

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10/07/19