

Weatherization Community Worker

Direct Supervisor: Weatherization Coordinator

Category: Part Time – Non-Exempt

20-25 hours per week, 52 weeks per year

General Description:

Working as part of a team, assists the Program Manager in the implementing of the Weatherization Assistance Program (WAP). Fully understand the various grant guidelines and policies as well as the procedural expectations outlined in the Department of Housing and Community Development's Weatherization Program Operations Manual (POM). Duties include determining client eligible, working with contracted resources to implement weatherization measures, clients education and outreach and managing projects through the Hancock Energy Software program.

Scope of Work:

- Gather all relevant information for determining the eligibility of the client following the current guidelines established by the Maryland Department of Housing and Community Development (DHCD).
- Enter client data into the Hancock Energy Software program and determine the prospective eligible or retrieve eligible client leads provided by DHCD.
- Inform the clients that did not meet the program guidelines and simultaneously explain the appeal process to the clients, if they elect to contest the decision.
- Maintain required confidentiality with regards to client personal information.
- Explain the benefits of the WAP program and the process that will be followed to the client.
- Schedule auditor visit for eligible clients to determine energy savings measures.
- Using Hancock, determine best grant funding to maximize the selected measures to be performed.
- Assign the work order, developed by the auditor, to an appropriate pre-selected contractor.
- Manage and coordinate the assignments from audit through completion. The objective is to achieve completion in the shortest possible time causing the least disruption for the client.
- Prepare physical and electronic case files to document the weatherization process for each project. Ensure all required documentation is present and filed correctly for project completion and close out. Maintain all files to meet any additional requirements mandated by the funding agencies
- Collect contractor invoices and supporting documentation as required by the grant and schedule final Quality Control Inspection.

- Submit for reimbursement the completed weatherization project with all required documentation through Hancock Software (for all DCHD grants) or otherwise dictated by funding agency.
- Prepare internal purchase orders to facilitate payment to auditor, inspector and contractors for each case upon completion.
- Strive to maintain an average of 15-20 projects in process and submit 5 projects monthly.
- Maintain appropriate spreadsheets for client tracking and data analysis.
- Conduct outreach activities including distributing poster, flyer and brochures and speaking to groups and individuals about agency programs and services when necessary.
- Willingness and interest in continuously upgrading personal skills related the weatherization program diagnostics and remediation.
- Adhere to DHCD's Weatherization Program Operations Manual (POM) for the operation of weatherization Assistance.
- Perform other duties as assigned.

Education and Experience:

- Associates Degree from an accredited junior or community college or pertinent work experience related to residential housing industry.
- Proficiency in MS Word and Excel.
- Demonstrated ability to work independently and manage several tasks with personal initiative and high attention to detail.
- Current Maryland or equivalent driving license.
- Have excellent oral and writing communication skill.

Employee Signature, Date