

# **CITY OF CHATTANOOGA**

## **Classification Specification Title: OFE Program Coordinator**

**Department: Community Development**

**Pay Grade: GS.10**

**Supervision Received From: Dir. Off. Family Empowerment**

**FLSA Status: Exempt**

**Supervisory Responsibility For: LIHEAP & LiHWAP Clerks**

**Established: 7/01/18**

**Family Support Specialist**

**Revision Dates: 4/2/25;  
10/20/23**

### **CLASSIFICATION SUMMARY:**

Counsels and aids individuals and families requiring assistance from the Office of Family Empowerment and coordinates the activities of OFE staff, volunteers, and student interns as necessary.

### **SERIES LEVEL:**

The OFE Program Coordinator is a stand-alone position.

### **ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Directly supervises two to three employees; carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Responsibilities include assisting in interviewing, hiring, and training employees; assisting in planning, assigning, and directing work; making recommendations for performance appraisals; recommending employee rewards or discipline; addressing complaints from customers and resolving problems.

Assigns duties and coordinates activities of staff in providing counseling services to assist clients with problems of emergency or crisis nature.

Assists agency staff members through individual and group conferences in analyzing case problems and in improving their diagnostic and helping skills.

Reviews case records for accuracy and completeness prior to submission to the Director for final review and payment; works with staff to ensure that case files are accurately completed and compiled.

Assists Family Support Specialists with energy burden calculations, documentation, and any other needs or issues related to performing duties under the Low-Income Home Energy Assistance Program.

Ensures quality of customer service provided to clients by Family Support Specialists and other front line staff. Interviews clients to determine nature and degree of problem and may assign

clients to Family Support Specialist staff for interview as needed; ensures that client assignments are meeting operational needs.

Secures information such as medical, psychological and social factors contributing to client's situation and evaluates these and client's capacities; counsels client individually, in family or in other small groups regarding plans for meeting needs and aids client to mobilize inner capacities and environmental resources to improve social functioning.

Helps client to modify attitudes and patterns of behavior by increasing understanding of self, personal problems, and client's part in creating them.

Refers clients to community resources and other partner organizations for additional support.

Compiles records and prepares reports as requested.

Reviews service plans and performs follow-up to determine quantity and quality of service provided to client and status of client's case.

Determines client eligibility for financial assistance and other services and makes recommendations to Family Support Specialists.

Assists in training new employees and providing in-service training for all staff.

Represents the agency in community or interagency activities as needed.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in human services, social work or closely related field and one (1) year of experience involving interviewing clients, determining client eligibility, and managing caseloads; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or boards of directors.

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

#### SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.