



Classification Specification Title: OFE Program Coordinator

Department	Community Development	Grade: NP.GF
Supervision Received	Director Office Family Empowerment	FLSA Status: Exempt -
Supervisory Responsibility	LIHEAP Data Entry Clerk, LIWAP Data Entry Clerk, Family Support Specialist, LIHEAP Operations Specialist	Established: Jul 1, 2018 Revision: Apr 23, 2026

CLASSIFICATION SUMMARY:

Incumbents in this position counsel and aid individuals and families requiring assistance from the Office of Family Empowerment and coordinate 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; and addressing complaints from customers and resolving problems.

Assigns duties and coordinates activities of staff in providing counseling services to assist clients with problems of an 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 the quality of customer service provided to clients by Family Support Specialists and other front-line staff. Interviews clients to determine the nature and degree of the 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 the client's

situation and evaluates these and the client's capacities; counsels the client individually, in family, or in other small groups regarding plans for meeting needs and aids the client to mobilize inner capacities and environmental resources to improve social functioning.

Helps the client to modify attitudes and patterns of behavior by increasing understanding of self, personal problems, and the 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 the quantity and quality of service provided to the client and the status of the 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):

None

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:

Valid Driver's License

KNOWLEDGE AND SKILLS:

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:

Positions in this class typically require fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: Child Sensitive: Dept of Transportation (CDL):

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.

Revision History: 4/02/25; 10/20/23