



## Hiring LIHEAP Program Manager

**The primary responsibility** of the Program Manager is the oversight of the federally funded Low Income Home Energy Assistance Program (LIHEAP) with oversight by the Missouri Department of Social Services. Through Mid America Assistance Coalition (MAAC) offices in Jackson, Clay, and Platte Counties, the program provides eligible residents with utility assistance. The Program Manager acts as a liaison between MAAC and DSS and ensures programmatic compliance with all DSS requirements. The Program Manager is also the primary contact between area utility vendors and MAAC. The Program Manager ensures that services are provided in a timely manner with a focus on customer service and cultural awareness.

**Requirements:** MA preferred; BA/BS in a related field and 3 years of related management experience. Valid Driver's License and reliable transportation. This position requires the ability to ensure a high quality of work being performed by all staff. This position requires critical thinking skills; the ability to multitask; the ability to effectively communicate; the ability to supervise multiple full time and part time staff who provide service to individuals from various socioeconomic and cultural backgrounds.

**Responsibilities:** Ensures that all records are being maintained in a manner sufficient to meet the requirements of the funding source and regularly provides access to those records in accordance with the requirements of the funding source. Regularly communicates with funding sources, referral sources and other related parties. Routinely seeks out opportunities to create beneficial partnerships with other providers, agencies, etc. and maintains established partnerships. Maintains a supervision schedule with staff members. Ensures that program is stocked with necessary supplies to meet the ongoing needs of staff and the program. Ensures that staff members are adequately following established program routines, requirements and protocols by regularly reviewing program logs, interviewing participants and monitoring the work of staff as it is being performed. Responds to crisis and emergencies with a calm and reasoned response. Utilizes critical thinking skills to assess the severity of an emergency and develops an adequate response. Assists in taking applications during high volume time periods. Regularly adheres to policy and procedure as outlined in the LIHEAP Policies and Procedures Manual.

Salary Range: \$40,000 - \$50,000

Mid America Assistance Coalition is an equal opportunity employer.

Please send cover letter and resume to Shelly Stroessner at [sstroessner@maaclink.org](mailto:sstroessner@maaclink.org)