



## Job Announcement

Posted: September 5, 2018

### ***Community Support Specialist – OHCS (Bilingual)***

ACCESS is a team of Superheroes that make a difference in the community every day. If you are a dedicated hardworking person interested in helping build your community then ACCESS is the place for you. This is a chance to support the community with your determination, attention to detail, and interest in ending homelessness in Jackson County.

<b>Job Title &amp; Code:</b>	Community Support Specialist – OHCS (Bilingual)
<b>Job Hours:</b>	Full Time (Non-Exempt)
<b>Salary:</b>	\$14.25 - \$16.25 DOE
<b>Benefits Offered:</b>	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

#### **Position Summary**

The Community Support Specialist - Oregon Housing and Community Services (OHCS) works directly with participants to assist them in navigating through resources and processes (rental application and requirements, etc.) to obtain/sustain housing. The purpose of this position is to assist families and individuals applying to receive services through ACCESS with short term and long-term solutions. A Community Support Specialist - OHCS works to engage the participant in the spheres of being independent, working through those barriers that may keep them from achieving their own definition of self-sufficiency. This includes, but is not limited to, emergency assistance and using a holistic approach in long-term, in-depth case management. This position will work within an office environment, although some travel may be required to participants' homes or other facilities.

#### **Position Duties & Responsibilities**

- Maintain a minimum caseload of families and/or individuals as determined by ACCESS procedures.
- Interview and screen, work with the Program Supervisor to determine participant eligibility for Federal and State Assistance programs.
- Provide support through positive social interactions with participants in one-on-one settings in order to build mutual trust and build positive relationships. Serve as an advocate for participants and their families to help meet their housing goals. Remain connected to participants after exiting the program to offer additional support as needed.
- Ensure that participant files are maintained, and data entry is completed in an accurate and timely manner, utilizing internal and grant funding databases and filing systems, in accordance with the program's criteria and process. Take appropriate action to deal with any homeless emergency. With clinical social worker assistance, may provide crisis intervention and emotional support through times of emergency.

#### **Position Requirements**

- Belief in ACCESS' mission to help people help themselves.
- Bilingual in English and Spanish.
- At least 1 year of case management experience or similar experience involving working closely with participants and determining eligibility.
- Ability to interact effectively with a variety of individuals and groups from varying educational, ethnic and socioeconomic backgrounds.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

#### **Apply by Sending Application, Cover Letter & Resume To**

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504

OR Email [jzomerdyk@accesshelps.org](mailto:jzomerdyk@accesshelps.org)

Visit [www.accesshelps.org](http://www.accesshelps.org) for more information