



Job Announcement

Posted: 8/24/2021

Community Support Specialist – OHCS

ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!

Job Title & Code:	Community Support Specialist – OHCS
Job Hours:	Full Time (Non-Exempt)
Salary:	\$16.50-\$19.50 per hour DOE
Benefits Offered:	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.
- Accuracy and attention to detail within all aspects of working with the participant.
- Monitor participants' progress and keep track of their status using prevention techniques to avoid falling back into homelessness.
- Assist the participant in setting short term & long-term goals.
- Refer participants to other ACCESS programs and external resources as appropriate.
- Take appropriate action to deal with any homeless emergency with clinical social worker assistance. May prevent crisis intervention and emotional support through times of emergency.



Job Announcement

Posted: August 31, 2020

Community Support Specialist – OHCS

Position Requirements

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- 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.
- Must have good interpersonal, written communication and oral communication skills.
- Demonstrated ability to work effectively with customers and co-workers, sustain participant and interdepartmental confidentiality.
- This position is required to have a work issued cell phone.

ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

Apply by Sending Application, Cover Letter & Resume To

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

OR Email hr@accesshelps.org

Visit www.accesshelps.org for more information