



## Job Announcement

Posted: 7/30/2021

### *Community Support Specialist -SSVF*

*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!*

<b>Job Title &amp; Code:</b>	Community Support Specialist -SSVF (Non-Exempt)
<b>Job Hours:</b>	Full Time (40 Hours)
<b>Salary:</b>	\$16.50 to \$19.50 hourly DOE
<b>Benefits Offered:</b>	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

#### **Position Summary**

The Community Support Specialist (CSS) for Support Services for Veteran Families (SSVF) works directly with Veterans and their families to overcome barriers that may prevent them from obtaining or maintaining housing stability. The CSS works collaboratively with a multi-disciplinary team that assists Veterans and their families to navigate complex resources and processes that can help them achieve their own definition of self-sufficiency. This position works in the office environment as well as out in the community and in participants homes to offer wrap-around services. The CSS reports directly to the SSVF Program Supervisor.

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

- Maintain a minimum caseload of Veteran families and individuals as determined by ACCESS procedures.
- Interview and screen, work with the Program Supervisor to determine participant eligibility for Federal and State Assistance programs. This includes, but is not limited to, food, security deposit, rental assistance, energy assistance, and emergency assistance using predetermined criteria.
- Assist the participant in setting short-term and long-term goals to obtain a greater level of sustainability following the program and funding stream processes and procedures.
- Provide support through positive social interaction with participants in a one-on-one setting in order to build mutual trust and build positive relationships.
- Monitor participants progress and keep track of their status using prevention techniques to avoid falling back into homelessness. Ensure that participant files are well maintained, and data entry is completed in an accurate and timely manner.
- Refer participants to other ACCESS programs and external resources as appropriate.
- 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. Accuracy and attention to detail within all aspects of working with the participant, including but not limited to keeping clear and current case notes; providing correct coding on vouchers; providing correct information for other types of reporting.
- 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**



## Job Announcement

Posted: 7/30/2021

### *Community Support Specialist -SSVF*

*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!*

- 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 to include listening, sensitivity to the other's feelings, needs, point of view, tact and courtesy in expressing opinions or ideas.
- 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.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.
- Must be able to multitask in a variety of areas.
- Ability to work flexible hours, and at times in poor weather. Willingness and ability to adjust to changing conditions or priorities.
- This position is required to have a work issued cell phone (in lieu of a cell phone other similar options are available per the agency Cell Phone Election Form).
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

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 Resume To**

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

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

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