



## Job Announcement

Posted 1/14/22

# *Intake Coordinator -CCR*

*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!*

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| <b>Job Title:</b> | Intake Coordinator-CCR (Non-exempt)                             |
| <b>Job Hours:</b> | Full Time (40 Hours)  |
| <b>Salary:</b>    | \$16.50 to \$19.50 per hour DOE                                 |
| <b>Benefits:</b>  | Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B |

### **Position Summary**

The Intake Coordinator- CCR works directly with participants and their families in applying to receive services through the CCR an ACCESS program with short-term and long-term solutions. This position works collaboratively with a team that assists participants in navigating through complex resources and processes to obtain/sustain housing. An Intake Coordinator works to assist the participants through the application process to determine program eligibility and case manager placement. This position will work within an office environment and in the community as needed.

### **Position Duties & Responsibilities**

- 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.
- Review caseload to match the staff availability, and accuracy of staff work. Work with supervisor to assign caseloads.
- Provide support to staff in case management, peer support and outreach to ensure participants receive a high quality of assistance.
- Provide support through positive social interaction with participants in a one-on-one setting in order to build mutual trust and build positive relationships.
- Refer participants to other ACCESS programs and external resources as appropriate.
- 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.

### **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.
- Projecting a positive image of ACCESS and recognizing opportunities to enhance community relations.
- 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.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.
- Ability to work flexible hours, and at times in poor weather.
- Willingness and ability to adjust to changing conditions or priorities.



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- 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.
- Bilingual preferred.
- 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).

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](mailto:hr@accesshelps.org)