



# Job Announcement

Posted :1/3/2022

## Lead Housing Stabilization Case Manager -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!

<b>Job Title &amp; Code:</b>	Lead Housing Stabilization Case Manager (Non-Exempt)
<b>Job Hours:</b>	Full Time (40 Hours)
<b>Salary:</b>	\$19.75 to \$23.25 hourly DOE
<b>Benefits Offered:</b>	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

### Position Summary

The Lead Housing Stabilization Case Manager, Center for Community Resilience, works collaboratively with a multi-disciplinary team that assists participants in navigating through complex resources and supports their process toward obtaining and/or sustaining permanent/interim housing solutions. The Lead Housing Stabilization Case Manager works to train and support the Housing Stabilization Case Managers to engage the participants to work towards housing stabilization. This includes using a holistic approach to long-term, in-depth case management.

This position requires frequent travel between an office setting, participant's homes, and outreach activities. The Lead Housing Stabilization Case Manager – CCR position focuses on case file review, compliance activities, and training. In coordination with the Program Supervisor, they will direct the CCR program to support participants in efficient and effective ways that lead to housing stability.

### Position Duties & Responsibilities

- Lead the day-to-day task organization within the Center for Community Resilience.
- Assist the Program Supervisor with the training and monitoring of CCR Housing Stabilization Case Managers.
- Interview and screen prospective program participants 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.
- Work with the Program Supervisor to ensure caseloads match staff availability.
- Provide/schedule coverage of caseloads during case manager absences.
- Review participant files on predetermined schedule to ensure eligibility requirements are being met and proper documentation is being collected.
- Works in conjunction with the Program Supervisor to monitor and evaluate work completed by the CCR Housing Stabilization Case Managers.
- Provide support to staff in case management, peer support and outreach to ensure participants receive a high quality of assistance.
- Maintain a minimum caseload of families and/or individuals as determined by ACCESS procedures and program needs, including, but not limited to, a caseload of higher acuity cases, escalated cases, or ACCESS employee cases.
- 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



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families to help meet their housing goals. Remain connected to participants after exiting the program to offer additional support as needed.

- Monitor participants' progress and keep track of their status using prevention techniques to avoid participant's return to being unhoused.
- Refer participants to other ACCESS programs and external resources as appropriate.
- Take appropriate action to deal with any emergency. With Program Supervisor assistance, provide crisis intervention and emotional support through times of emergency.
- Serve as CCR representative in any community meetings.

#### **Position Requirements**

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- Demonstrated ability in leadership, scheduling, and organizational skill set.
- At least 2 years 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 excellent 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 when needed.
- 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 Application, Cover Letter & 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