



## Job Announcement

Posted: 12/9/21

# *Outreach Specialist CCR (Bilingual)*

*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:</b>	Outreach Specialist (Bilingual) (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 Plan

### Position Summary

The Outreach Specialist's focus is to locate and engage individuals and their families experiencing housing instability who may be eligible for housing navigation services through the Center for Community Resilience. This position works collaboratively with a multi-disciplinary team including other ACCESS staff members and community partners to support participants to navigate through complex resources and processes. This position will primarily focus on providing resources and referrals to the individuals and families that have experienced loss due to the wildfires.

### Position Duties & Responsibilities

- Identify housing instable persons through direct outreach activities and through reports/referrals from community partners.
- Make referrals and follow up on referrals to appropriate community resources.
- Establish and maintain positive, productive working relationships with other service providers and community support providers to best serve our fire survivor population with the goal of providing wrap around services to assist this population towards housing stability.
- Participate in appropriate workshops, trainings, and meetings as directed.
- May conduct presentations giving in-depth descriptions of ACCESS housing stability programs and provide information on other programs offered by ACCESS as required.
- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
- Take appropriate action to deal with any participant or potential participant emergency.
- Work with the Program Supervisor, Manager, and Director in identifying outreach opportunities and materials.

### Position Requirements

- Belief in ACCESS' mission to help people help themselves.
- Minimum 1 year experience in Customer Service-related field.
- Ability to maintain patience and tact when dealing with individuals with barriers as needed to provide information or instruction.
- 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.
- Projecting a positive image of ACCESS and recognizing opportunities to enhance community relations.
- Peer Support Certification preferred and/or a willingness to obtain one.
- Use trauma informed communication delivery model when interacting with all clients and fellow staff



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members.

- Ability to work flexible hours. Willingness and ability to adjust to changing conditions or priorities.
- In addition to working in a typical office environment, the CCR Outreach Specialist will be required to work in areas inhabited by unhoused persons, to include working in outside environments and dealing with persons who may become challenging to work with due to the barriers they may be experiencing.
- Must be willing to work in poor weather.
- Proven ability to consistently provide ideas opinions, or information in an articulate, professional way.
- Ability to actively listen to others and demonstrate understanding of other points of view.
- 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).
- **Bilingual in English and Spanish is a requirement.** Bicultural is preferred.
- 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 [hr@accesshelps.org](mailto:hr@accesshelps.org)

