



Job Announcement

Posted: May 14, 2021

Rental Relief Specialist (TEMP)

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:	Rental Relief Specialist (non-Exempt) Temporary (through September 2022)
Job Hours:	Full time (Saturday through Friday)
Salary:	\$16.50 per hour
Benefits:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

The Oregon Housing and Community Services (OHCS) Rental Relief Specialist works directly with families and individuals who are applying to receive services to help them achieve housing stability. This detail-oriented position performs a variety of activities including client services, file creation and maintenance, program eligibility assessment, and data entry. The Rental Relief Specialist works with the Program Supervisor to determine applicants' eligibility to receive services. This position reports directly to the Rent Relief Supervisor.

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.
- Provide support through positive social interactions with participants in one-on-one settings in order to build mutual trust and build positive relationships.
- 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.
- Monitor participants' progress and keep track of their status using prevention techniques to avoid falling back into homelessness.
- Refer participants to other ACCESS programs as appropriate.

Position Requirements

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- 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.
- 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.
- 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.



Job Announcement

Posted: May 14, 2021

Rental Relief Specialist (TEMP)

- 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