



Job Announcement

Posted: 07/06/2022

Housing Stabilization Case Manager II, Rent Relief

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:	Housing Stabilization Case Manager II, Rent Relief
Job Hours:	Full Time
Salary:	\$18.00-21.25 per hour DOE
Benefits:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

The Housing Stabilization Case Manager, Rent Relief works directly with participants to assist them in their housing stabilization goals. The purpose of this position is to assist individuals and families in applying to receive services through ACCESS with the goal of eviction prevention and housing stability.

Position Duties & Responsibilities

- Return phone calls, respond to website inquiries, process and review program applications according to ACCESS program procedures, accurately and in a timely manner.
- Interview and screen participants, and work with Rent Relief Supervisor to determine participant eligibility for Federal and State Assistance programs. This includes, but is not limited to security deposits, rental assistance, energy assistance, and emergency assistance using predetermined criteria.
- Maintain a large caseload of high acuity households who are enrolled in an ACCESS housing stabilization program within the Rent Relief Division as determined by ACCESS procedures
- Assist the participant household 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 household progress and keep track of their status using prevention techniques to avoid falling back into homelessness.
- 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.
- Refer participants to other ACCESS programs and external resources as appropriate.

Primary Requirements



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- Belief in ACCESS' mission to provide food, warmth, and shelter.
- At least 2 years of experience working with vulnerable populations or similar experience in evaluating the eligibility for households and linking them to appropriate resources in order to meet identified needs.
- Ability to hold a large caseload of higher acuity participants while maintaining effective case management abilities.
- 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 and collaboratively with participants, co-workers, and community partners serving the same populations while sustaining 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 change focus from one area of work to the other without losing efficiencies.
- 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 a record that is acceptable under ACCESS' insurance policies.

Preferred Qualifications

- Experience working in the HMIS or other database systems
- Bilingual in English and Spanish is preferred

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
Visit www.accesshelps.org for more information