



Job Announcement

Posted: February 28, 2022

Intake Specialist-SSVF

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:	Intake Specialist SSVF (Non-Exempt)
Job Hours:	Full time (Saturday through Friday)
Salary:	\$16.50 to \$19.50 per hour DOE
Benefits:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

The Intake Specialist- Support Services for Veteran Families (SSVF) works directly with Veterans and their families in applying to receive services through ACCESS with short-term and long-term solutions. This position works collaboratively with a multi-disciplinary 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, although travel is required to participants' homes or other facilities for peer support and outreach activities.

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. 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 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.
- Take appropriate action to deal with any homeless emergency. With clinical social worker assistance, may provide crisis intervention and emotional support through times of emergency.

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.
- 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.
- This position is required to have a work issued cell phone (in lieu of a cell phone other similar option are available per the agency Cell Phone Election Form).
- 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