



## Job Announcement

Posted 5/27/2022

### *SSVF Program Support Specialist*

<b>Job Title &amp; Code:</b>	SSVF Program Support Specialist (Non-Exempt)
<b>Job Hours &amp; Work Week:</b>	Full Time (Saturday-Friday)
<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**

This position is responsible for providing support to all program staff within the Support Services for Veteran Families (SSVF) program. This position will report directly to SSVF Program Supervisor. The SSVF Program Support Specialist will perform a variety of general office tasks including, data entry, file review, file maintenance, program eligibility, return phone calls, in addition to other office duties.

#### **Position Duties & Responsibilities**

- Perform administrative duties to support the program.
- Input accurate information in a timely manner into multiple databases as necessary.
- Assemble and maintain files and reference materials as instructed by ACCESS procedures.
- Update program policies and procedures as instructed by SSVF Program Supervisor or Support Services Director.
- Process and review program applications according to ACCESS program procedures, accurately and in a timely manner.
- Interview, screen, and work with Program Supervisor to determine participant eligibility for SSVF program. This includes, but is not limited to food, security deposits, rental assistance, energy assistance and emergency assistance using predetermined criteria.
- File, maintain, and/or shred documents according to ACCESS procedures.
- Review, correct and process SSVF participant checks to ensure proper coding with corresponding documents.
- Monitor participant's progress after exit and track status using prevention techniques to avoid falling back into homelessness.
- Complete VI-SPDATS on all applicants.
- Process Tenant data background checks.
- Produce monthly rent reasonable worksheets.
- Collect and update monthly DASHBOARD reports.
- Maintain RVTB Bus passes and spreadsheet.t
- Coordinate with other Departments and/or Agencies to provide referrals for programs/services in the community to ensure maximum service to participants.
- Return phone calls from the Veteran Line and Landlord line in a timely manner responding appropriately.
- Participate in appropriate workshops, trainings, outreach programs and meetings as directed.
- Cover walk ins as directed.
- Help Program Supervisor in researching available training for the team.
- Work with SSVF Program Supervisor and Lead in creating a process manual.
- Ordering of SSVF department office supplies.
- Complete other duties and special projects as assigned by the SSVF Program Supervisor.



## **Job Announcement**

Posted 5/27/2022

### ***SSVF Program Support Specialist***

#### **Position Requirements**

- Belief in ACCESS' mission to help people help themselves.
- Must be able to multitask in a variety of areas and maintain sustained concentration with attention to detail.
- 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.
- Able to work both independently and collaboratively.
- Demonstrative excellent record keeping and organizational skills with a minimum of six months experience.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.

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)