



DEVELOPING THRIVING COMMUNITIES

Home Repair Program Support Specialist

(Compensation \$20.36/hr. - \$26.18/hr. with benefits + flexible schedule)
Half-Time (20 hours/week) Hybrid Position: Remote + Onsite

DevNW and our CDFI partner, Community Lending Works (CLW) are fostering vibrant, inclusive communities by prioritizing housing, asset development, wealth building, and small business development. To do this work we are deconstructing pervasive systems of oppression such as racism, classism, or sexism that maintain persistent disparities and perpetuate deep imbalances in power, opportunity, and wealth.

The Home Repair Program Support Specialist’s critical contributions to this role involve the synchronization of the specified knowledge, skills, and experience with the outlined responsibilities, duties, and tasks. This alignment guarantees that fulfilling these criteria empowers an employee to effectively deliver the following contributions:

- Help DevNW provide an exceptional client experience by providing clear and accurate information about available the Repair Program and eligibility, guiding clients through the registration and intake process, and identifying and removing internal barriers to enrollment.
- Ensure that direct service staff have the timely, complete, and accurate client information needed to provide effective, meaningful services without duplication of efforts by either clients or staff.
- Update and manage a list of internal and external resources available to prospective clients in order to provide information and referrals (internal and external) that centers transparency around available resources.
- Collaborate with the Home Repair Proogram Team to ensure accurate and timely data collection that increases our ability to evaluate and adjust programs effectiveness.

To excel in this position, you will need these essential lenses to understand the area of impact:

- A belief that each person reaching out deserves a solution- focused, person-centered interaction; that each communication lays the foundation for positive partnership to be formed that can ensure trust is being built and resolution can be found.
- Belief that DevNW works to, for and with the communities we serve, and that people are capable and whole humans who best know what they need to succeed.
- A recognition that the system we work within has historic and current barriers and disparities that disproportionately impact specific communities based on race, gender identity, socioeconomic background, etc.

It is CRITICAL that you have...

- 2-4 years of experience with client intake, registration, or similar client-facing administrative functions;
- Ability to successfully and efficiently learn and navigate online client management databases, calendaring systems, and other third-party databases;
- Proficiency in utilizing MS Office Suite, Zoom and other technologies, as well as adapting to software applications as required;
- Significant experience creating and maintaining electronic files, including managing file routing through steps



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completed by multiple team members;

- Prioritize confidentiality in all communication while demonstrating a deep respect for client privacy when handing their personal information.
- Excellent written and verbal communication skills, including the ability to succinctly and compassionately deliver complicated details in ways that are easily understood by our clients;
- An ability to stay up to date on current resource availability, application process, and funder requirements;
- Proven track record of efficiently managing a high volume of incoming calls and emails
- Proven capability to manage multiple projects and tasks, with a focus on meeting deadlines
- Quick adaptability, able to evolve along with program needs.
- Ability to work from a home environment with minimal interruptions and connectivity. If this is not possible the ability to work out of a DevNW office full time.
- Willingness to transition to the nearest office when/if DevNW shifts from hybrid to in-office work.
- Maintain valid Oregon Driver’s License and have reliable transportation and auto insurance and/or the ability to be covered by DevNW insurance to drive a company vehicle.
- Bilingual in English/Spanish required

Example tasks/responsibilities for the Home Repair Program Support Specialist:

- Respond to client phone and email inquiries with accurate and current information.
- Perform general office duties which includes but is not limited to printing, scanning, filing, mail pick-up, data entry, and maintaining of electronic documents.
- Create and maintain fillable PDF documents for program and interactive online assessment forms for web site.
- Assist clients to complete program application and registration process.
- Process and review applications for completeness, and coordinate with applicants to submit additional documentation as needed.
- Interview applicants and use various research tools to determine pre-eligibility.
- Maintain waitlist for individual counties, keeping up to date and accurate notes to ensure the Home Repair team always has access to current information.
- Order lead-based pain and asbestos testing as required for each project.
- Complete Environmental Reviews as needed.
- Assist Homeownership Lending Manager in maintaining servicing on loan portfolio, which includes monitoring and follow-up of required insurance binders, ownership of record, and responding to service requests.
- Work with members of the public, contractors, Board, and Committee members, regulators, and other individuals and groups in a professional manner.
- Perform other related duties and administrative support activities as assigned by Supervisor.

It is GREAT if you have...

- A background in direct service

devNW.org



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provision or navigating complex social service systems;

- Experience working in personal finance, lending, banking, financial assistance programs, or other fields that require handling of sensitive financial information;
- Experience working on a cross functional team.

It is a BONUS if you also have...

- Lived experience as a low-income individual an/or as a member of a community that has faced historical barriers to housing, asset building, or small business development, being a first-generation college graduate or other experiences.

Apply for this opportunity by providing an introduction letter detailing your interest that includes the following to luis.mendoza@devnw.org

1. Describe how your journey thus far has prepared you for the Critical Contributions of this position?
2. Imagine you receive a call from a client who is interested in participating in our Home Repair Program. They express confusion about the eligibility criteria and the application process. How would you approach this interaction to ensure the client receives clear and accurate information, feels supported throughout the registration process, and any potential barriers to enrollment are identified and addressed? Please walk us through the steps you would take to guide the client effectively, ensuring a positive experience and fostering trust in our organization.
3. Current resume

DevNW is an Equal Employment Opportunity Employer. All qualified persons are encouraged to apply. Applications for employment will be considered without regard to race, color, national or ethnic origin, religion, gender, gender identity, sexual orientation, marital status, age, disability, and any other characteristic protected by applicable law.

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply; please use your cover letter or introductory email to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us.

DevNW values diversity and supports a welcoming, inclusive environment where all of our employees can thrive. We value a workforce that is representative of the communities we serve.