



JOB DESCRIPTION: SOAR/Benefits Specialist

POSITION TITLE: SOAR/Benefits Specialist
DEPARTMENT: Bridge Shelters
REPORTS TO: Supervising Case Manager
FLSA: Full-time, Non-Exempt
PAY RANGE: \$24-\$28 an hour, commensurate with experience

POSITION SUMMARY:

SSI/SSDI Outreach, Access, and Recovery (SOAR) is a model that helps individuals experiencing or at risk of homelessness who have a serious mental illness, medical impairment, or a co-occurring substance use disorder apply for Social Security disability benefits.

The SOAR/Benefits Specialist is responsible for creating a positive and empathetic environment while providing eligible residents assistance accessing SSI/SSDI. The SOAR/Benefits Specialist works with the assigned CM/HS to develop individualized case plans that promote client progression towards securing housing, obtaining medical insurance, increasing income, and other needs to be self-sufficient and ultimately secure and maintain housing.

ESSENTIAL FUNCTIONS:

- Complete interviews with individuals to gather information to complete SSI/SSDI applications.
- Gather medical records and other information to complete SSI/SSDI applications.
- Write SOAR Medical Summary Reports for individual applications.
- Accompany individuals to appointments at the Social Security Administration.
- Coordinate visits to medical doctors, psychiatrists, and other specialists to obtain evidence for the application.
- Coordinate case management services with partners and help with providing case management services to individuals when needed.
- Assist the team with administrative tasks as needed.
- Performs intake interviews, assessments and refers clients to appropriate community resources, as needed.
- Work with residents/clients to identify and overcome barriers to securing housing and increasing income.
- Assist clients with obtaining and completing necessary documents to access housing, benefits, or increasing income.
- Provide encouragement and direction to residents/clients.
- Maintains prompt documentation using HMIS, following agency and best standard practices.
- Assesses the client's needs, and arranges, coordinates, monitors, evaluates, and advocates for a variety of services to meet those complex needs, including:
 - Assists clients in identifying, enrolling, and attending appropriate medical, substance abuse, and therapeutic services.
 - Connect clients with partner agencies and services.
 - Assess clients for employment, social security, and disability eligibility.
 - Assist clients in benefits enrollment.

- Assist in coordinating transportation for clients for necessary appointments.
- Maintains a productive case management relationship with residents.
- Meets with clients at least weekly to review, evaluate and support individualized housing, financial, and self-sufficiency action plans.
- Addresses unanticipated client/resident needs/issues as they arise.
- Participates as a member of a multi-disciplinary team that reviews client cases and develops action plans that meet the individual needs of each client.
- Maintains a safe and healthy work environment by adhering to organization standards and all applicable Federal, State, and local laws and regulations.

OTHER RESPONSIBILITIES:

- Work collaboratively with all team members.
- Participate in staff training, staff meetings, and development activities as directed.
- Perform other duties as directed by Director/Manager.

QUALIFICATIONS:

Experience and Education

- Experience as a case manager, employment case manager, or social worker; or any equivalent combination of education, training, preferred.
- Two (2) years of prior experience working with homeless populations is required.
- Bachelor's degree in social work, psychology, counseling, or a related field is preferred.
- SOAR training and experience preferred.

Other

- Familiarity with the Social Security Administration's Listings of Impairments is preferred.
- Cursory knowledge of medical and psychiatric terminology is preferred.
- Good writing skills and the ability to analyze extensive data and create written reports with accuracy are required.
- Ability to communicate in person and over the phone, required.
- Firm understanding of Microsoft Office, including Outlook and Word, required.
- Strong verbal communication skills, required.
- The ability to adhere to policies and procedures is required.
- Understanding of confidentiality protocols and protecting personal information required.
- Ability to organize and prioritize projects and multiple tasks in an effective and timely manner, required.
- Effectively problem-solve and maintain composure in high-pressure situations required.
- Act as a liaison with partner agencies.
- Ability to work independently with minimal daily supervision required.
- Knowledge of the utilized practices and principles, including Housing First, Trauma-Informed Care, Conflict Resolution, Motivational Interviewing, Low Barrier Operations, and Prevention and Diversion, preferred.
- Experience with principles and practices of data collection and report preparation, HMIS experience preferred.

HOW TO APPLY:

Interested candidates can apply by emailing a cover letter, resume, and completed application to HR@alphaproject.org. To obtain an employment application, visit our website at www.alphaproject.org. Select the About tab, then select Employment.