# Sample SOAR Benefits Specialist Job Description

**Position Title:** SOAR Benefits Specialist

**Classification:** Case Manager II

## 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, and/or a co-occurring substance use disorder apply for Social Security disability benefits.

Responsibilities of the SOAR Benefits Specialist include but are not limited to the following:

The SOAR Benefits Specialist will report to the Case Management Supervisor. The SOAR Benefits Specialist must be able to work in the community and meet individuals experiencing homelessness where they are, including in the woods, under bridges, and in abandoned houses. This position requires at least 2 years of experience working directly with individuals experiencing homelessness who have a serious mental illness and/or co-occurring substance use disorder; evidence of ongoing training and education in related areas such as mental illness, substance abuse, and/or homelessness; an ability to work in non-traditional settings and unstructured environments; and a valid state driver’s license with a clean driving record. SOAR training is a plus. The position requires someone who is organized and has an ability to prioritize tasks quickly. The SOAR Benefits Specialist will also attend any trainings/certifications as required by the state.

## Position Responsibilities

* Work with referral sources and community partners to identify applicants through team meetings, outreach, and referrals
* 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

## Position Qualification Requirements

* Excellent interpersonal and communication skills
* Ability to prioritize multiple tasks and meet frequent deadlines
* Superior organizational skills and attention to detail
* Computer experience, including troubleshooting and problem solving and proficiency in MS Office applications (Word, Excel) and database management
* Good writing skills and the ability to analyze extensive data and create written reports with accuracy and brevity
* Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions

## Helpful Experience

* A Bachelor’s degree in a related field, or certification as a Peer Specialist
* Evidence of ongoing training and education in related areas such as mental illness, substance abuse, and/or homelessness
* Lived experience of homelessness or mental illness
* Familiarity with Social Security Administration’s Listings of Impairments
* Cursory knowledge of medical and psychiatric terminology and ability to write using same
* Experience with providing outreach and successful engagement to a diverse population, includes working with clients, developing trust, and conducting interviews in non-traditional settings and unstructured environments

## Position Work Conditions, include but are not limited to:

* Frequent travel by foot, car, or other means appropriate to making contact with population
* Overtime when necessary to meet project deadlines
* Must be able to adjust to the environment of the target population including making visits to encampments, shelters, and personal living environments when needed
* Sitting for extended periods of time
* Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
* Physically able to participate in training sessions, presentations, and meetings
* Travel for the purpose of meeting with clients, training, collaborating with stakeholders, or off-site personnel/management