

**Job Description**

**Job Title:**  Navigator II -Benefits Navigator

**Department:** Navigation Services

**Reports To:**  SOAR Program Manager

**Location:**  333 W Bayaud Ave, Denver CO 80223

**Hours:** Monday-Friday 8:00am-5:00pm, some evenings and weekends

**FLSA Status:**  Non-Exempt

**Salary:**    $19.50-$27.00 per hour

**Schedule:** 40 hours per week, Full-Time

**Updated:** January 18, 2023

**SUMMARY:**

The goal of the Benefits Navigator is to assist disabled children and adults in applying for and obtaining Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI) utilizing the SOAR (SSI/SSDI, Outreach, Access, and Recovery) model. Specifically, this position will provide all SOAR methodologies across program areas including, but not limited to, screening for SSI/SSDI eligibility, reviewing of medical and mental health documents, developing the claims, providing medical and mental health assessment referrals, ensuring client compliance with required examinations ordered by the Social Security Administration (SSA) and Disability Determination Services (DDS), filing the SSI/SSDI applications and associated forms, writing medical summary reports and obtaining provider signatures on it if possible, and continued management of the claim to decision. The Benefits Navigator will work closely with claimants, internal staff, SSA, and DDS. The Benefits Navigator is responsible for providing navigation services for programs and services that will contribute to increased well-being as well as appropriate supports, and treatment such as Long-Term Care and Health First Colorado (Medicaid). He/she maintains contact with claimants throughout the application processes and serves as the liaison between the claimant and SSA/DDS. **While claimant interaction is essential in this position, the primary emphasis is on completion of forms and documents, maintaining documentation and files (virtual and paper), reading and interpreting medical records, researching claimant conditions in the Social Security Program Operations Manual System (POMS), and writing medical summary reports (MSRs).**

**ESSENTIAL DUTIES AND RESPONSIBILITIES**include the following:

* Assist in SSI/SSDI benefit acquisition as appropriate utilizing SOAR model principles including screening review, application assistance including completion of all required forms needed on the claim, writing, and submitting medical summary report (MSR), representation on the claim when appropriate, and quality review of all applicable documentation and processes.
* Manage an ongoing caseload of initial and first reconsideration claims.
* Collaborate with paired DHS case management to connect participants to services and resource acquisition including but not limited to SNAP, TANF (Temporary Aid to Needy Families), Medicaid, Medicare, and Long-Term Care Medicaid or Aid to Needy Disabled (AND) or OAP (Old Age Pension) as appropriate.
* Request and maintain medical, physiological, school, work records in compliance with HIPPA and confidentiality statutes, regulations, and rules.
* Read medical, mental health, and educational records with an attention to detail for tests and verbiage that are significant for Social Security Disability eligibility.
* Ability to research unfamiliar terms and diagnoses located in medical, mental health, and educational records for the purposes of screening and for writing the MSR.
* Identify proper forms and obtain signatures on all the required forms and documentation.
* Maintain regular contact with participants at least monthly and respond promptly to participants with appropriate documentation.
* Assist with medical/mental health appointments or regulatory appointments with participants, as needed.
* Interact with community members in a way which supports cooperation among agencies and resource acquisition.
* Maintain regular contact with medical providers as well as DDS and SSA as needed, including supporting attendance for Consultative Exams (CE’s).
* Provide monthly reports to supervisor on status of cases.
* Document all data and reporting requirements regarding participants in appropriate databases.
* Act as a back-up to team in case management and other navigation matters- across departments.

**OTHER DUTIES AND RESPONSIBILITIES**include the following:

* Remain culturally attuned to the people of the community being served, able to communicate, be sensitive and compassionate.
* Very knowledgeable of the environment and systems through which the participant must move to access programs and services.
* Connect with internal resources, external allies, service agencies and critical decision makers and make appropriate and accurate referrals to partners as appropriate.
* Keep abreast of current trends in community resources, SOAR processes, social security benefits, state government benefits, medical and mental health programming, and best practices in accessing these resources and programs.
* Maintain accurate data entry and record keeping. Participate in ongoing trainings and professional development opportunities that will contribute to the effectiveness of the SOAR team.
* All other duties or special projects as assigned.

 **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

**QUALIFICATIONS**

* Strong administrative, computer and database skills to track and meet multiple deadlines.
* Ability to understand and interpret Social Security’s Program Operations Manual System (POMS).
* Ability to read, understand, and interpret medical diagnoses and data.
* Excellent writing and verbal skills, grammar, and reasoning skills.
* Able to manage projects independently and to report outcomes effectively.
* Experience working with individuals with disabilities and mental illness preferred.
* Experience maintaining appropriate boundaries and implementing self-care techniques.
* Attention to detail and highly organized.
* Excellent communication skills and timely responsiveness.
* Excellent Microsoft Office Skills, especially SharePoint, Excel, Outlook, and Word.
* Ability to encourage, support and acknowledge participants utilizing compassion and trauma-informed care principles.
* Ability to handle confidential and sensitive information without breach.
* Familiarity with the SOAR (SSI/SSDI Outreach Access and Recovery) application method strongly preferred.

**EDUCATION and/or EXPERIENCE**

Bachelor’s Degree (B.A.) from four-year college or university with 2 years of related experience in the human services field; or two years post-secondary education plus four years related experience in the human services field. High school diploma with no post-secondary education may be considered for extensive related experience exceeding 5 years.

**LANGUAGE SKILLS**

Ability to read, interpret, and synthesize documents such as federal regulations, medical and psychological records, and data reports to create a compelling case via a written summary report in support of a disability claim. Ability to write other detailed reports and professional correspondence. Ability to speak effectively with participants, community partners and federal and state stakeholders. Bilingual in Spanish, not required but preferred.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area. Ability to develop a participant budget, calculate dates/times and track income changes.

**REASONING ABILITY**
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

* Proof of SOAR certification (adult curriculum) **required within 30 days of hire**.
* Proof of SOAR certification (child curriculum) **required within 30 days of hire**.
* A valid driver’s license. Must meet Motor Vehicle Requirements per Bayaud Enterprises Insurance Carrier, this is a condition of employment.
* Must have acceptable vehicle insurance coverage if personal vehicle is utilized for work.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands.  The employee frequently is required to talk or hear; the employee is occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl.  The employee must occasionally lift and/or move up to 30 pounds.  Specific vision abilities by this job include close vision, distance vision, and ability to adjust focus.

**ALTERNATIVE WORK PLAN**

This position is not eligible for an “Alternative Work Plan” for **the first 90 days of employment**. All duties must be performed in Bayaud offices. After successful completion of the 90-day period, job duties may be arranged as a hybrid in-office and remote work plan.

 **WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

* Travel: Occasional travel within the Denver Metro area.

**OTHER**

**Equipment Used**: PC, telephone, copy machine, fax, calculator

Bayaud Enterprises is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Our goal is to be a diverse workforce that is representative, at all job levels, of the people we serve.

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