

## **Bilingual SOAR Specialist Job Description**

Position Title: Bilingual SOAR Specialist

Salary Range: \$55,000-\$65,000

### **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 income benefits.

The Bilingual SOAR Specialist will report to the Coordinated Entry Manager. The SOAR 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 the ability to prioritize tasks quickly. The SOAR Specialist will also attend any trainings/certifications as required. If the applicant is not SOAR certified, SOAR certification must be obtained within 30 days from the date of employment.

### **Primary Responsibilities**

- Work with referral sources and community partners to identify applicants through the Coordinated Entry program, team meetings, outreach, and referrals
- Complete interviews 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 (SSA)
- Coordinate visits to medical doctors, psychiatrists, and other specialists to obtain evidence for the application
- Coordinate additional services with partners and help with providing care coordination services to individuals when needed
- Communicate with key community partners (e.g. SSA, Disability Determination Services, and medical providers)
- Assist the team with administrative tasks as needed
- Report outcomes in the SOAR Online Application Tracking (OAT) system

### **Position Requirements**

- Excellent interpersonal and communication skills in both Spanish and English
- Ability to prioritize multiple tasks and adhere to timelines
- Superior organizational skills and attention to detail
- Computer experience, including 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
- Candidates must share our belief that housing is a fundamental human right and demonstrate a commitment to promoting this value through their work
- Lived experience of homelessness or working directly with marginalized populations is highly valued

### **Helpful Experience**

- A bachelor's degree in a related field, or certification as a Peer Specialist
- Current SOAR certification (If not currently SOAR-certified, the organization will provide support to obtain certification within 30 days of employment.)
- Will prioritize candidates with lived experience of homelessness
- Evidence of ongoing training and education in related areas such as mental illness, substance abuse, and/or homelessness
- 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, including working with program participants, developing trust, and conducting interviews in non-traditional settings and unstructured environments

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

- Frequent travel within Berks County by foot, car, or other means appropriate for making contact with participants
- 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 participants, training, collaborating with community partners, or off-site personnel/management
- We are looking for a candidate with a combination of experience, skills, and passion for this work. Formal education or lived experience that has prepared you for this role will be considered equally

### **Statement:**

We strongly encourage applications from individuals of all identities and lived experiences, including but not limited to women, people of color, individuals who identify as non-binary, trans, LGBTQIA+, and those with lived experience of homelessness or other marginalization. If you meet many of the requirements listed but feel you may not meet all, we still encourage you to apply. We value diverse perspectives and abilities.

*Please contact Elise McCauley at [elise@bceh.org](mailto:elise@bceh.org) to apply for this position, and include a resume with your email.*