



SOAR Navigator

Program: Financial & Housing Stability

Reports to: Housing Stability Program Manager

Job Location: Hybrid - Remote / FEC Main Office

Position Status: Full-time

FLSA Classification: Non-exempt

Salary Range: \$20.00 - 23.13 / hour

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. The SOAR Navigator will conduct benefits applications and work closely with other service providers to gather information, provide SOAR services, and ensure the client's needs are met.

Essential Responsibilities:

- Maintain a caseload of 10-20 clients who are pursuing benefits; client services include individual service plan, progress notes, benefits application, and referrals to meet the needs of the client.
- Work with referral sources and community partners to identify clients through team meetings, outreach, and referrals.
- Complete interviews with individuals to gather information to complete SSI/SSDI applications or SOAR Assisted claims.
- Connect with providers, coordinate care and gather medical records and other information to complete SSI/SSDI applications.
- Assess client to determine potential eligibility for benefits and support the most appropriate pathway to accessing benefits.
- Accompany individuals to appointments or facilitate phone calls with the Social Security Administration
- Coordinate visits to medical doctors, psychiatrists, and other specialists to obtain evidence for the application.
- Serve as an active participant in care coordination planning. Advocate for client's unmet needs with case management providers and offer support when appropriate.
- Conduct outreach and presentations related to SOAR specific topics and processes.
- Attend agency staff meetings, trainings, functions, and activities when appropriate.
- Participate in groups and provide feedback to support a professional work environment, address program needs and review community resources.
- Attend regular partner meetings to conduct client staffings, offer proactive communication and give and receive feedback.
- Work cooperatively with department staff to best provide the services and supports necessary to your caseload.
- Complete data entry and contract reporting within required parameters in both agency and HMIS databases.

- Assist the team with administrative tasks or special projects as needed.

Competencies:

- Ability to organize work efficiently and prioritize response to changing needs of the program.
- Ability to develop and maintain collaborative and supportive working relationships with clients, coworkers, volunteers, and external partners.
- Ability to cultivate and sustain professional boundaries with clients, coworkers, volunteers, and external partners.
- Ability to clearly communicate in person, electronically, and by telephone.
- Ability to write professional, thorough, and comprehensive client summaries using medical & psychiatric terminology.
- Knowledgeable in accessing community services, resources, and entitlements.
- Ability to organize work efficiently and prioritize response to changing needs of the client & program.
- Ability to produce quality work, adhere to contract requirements, and work independently with minimal supervision.
- Commitment to Diversity, Equity, and Inclusion.

Education and Experience:

- Bachelor's degree; or equivalent combination of education and experience
- 2 years of experience working directly with individuals experiencing homelessness who have a serious mental illness, medical impairment and/or co-occurring substance use disorder
- Experience with community services, resources, and entitlements
- Proficient in Microsoft Office Software applications and Outlook 365 features
- Reliable transportation and active auto insurance
- Clear multi-state criminal history and motor vehicle driving record

Licenses and/or Certifications:

- Valid Texas Driver's License
- Preferred SOAR training, or able to obtain SOAR certification within 30 days of hire
- HMIS certified, or able to complete HMIS Certification within 30 days of hire

Work Environment:

- Work occurs in the office setting and remote locations. Client meetings may occur in the community in traditional and non-traditional work environments.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards
- Must be able to lift, carry, push, pull up to 20 lbs.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date: