



Job Description

Job Title: SOAR Program Coordinator

Reports to: Housing Stability Program Manager

Department: Financial & Housing Stability

Location: Family Eldercare Rutherford Office

Position Status: Full-Time
FLSA Classification: Exempt

Salary Compensation: \$58,572.80-\$65,000.00

Summary

The SOAR Program Coordinator will be responsible for the oversight of the organization's SOAR Program which will include program development and evaluation, contract reporting, direct supervision of a team of SOAR Specialists, as well as carrying a small caseload. This position will provide the necessary leadership to ensure the emerging program achieves outcomes of increasing access to disability income benefits administered by the Social Security Administration as well as increasing access to healthcare and social services therefore improving life factors related to the social determinants of health.

Essential Responsibilities

1. Supervisory Responsibilities

- Planning, preparing, and making meaningful use of supervision time on a minimum monthly basis to staff. Focus should be on the progress of clients' disability claims, data entry, and professional development of staff.
- Prepare and conduct staff performance evaluations, implement improvement plans, and recommend compensation changes.
- Accompany staff in the field as needed for training purposes and to evaluate service delivery.
- Approve time off requests and bi-weekly timesheets of assigned staff.
- Participate in interview and selection process of new hires. Provide onboarding training in addition to ongoing training and support as needed.

2. Program Development & Coordination

The SOAR Program Coordinator will work collaboratively with their manager to accomplish the following.

- Establish program standards, methods, policies, and procedures.
- Establish short-, mid-, and long-term goals to achieve program success.
- Establish and maintain program infrastructure including manuals, forms, assessments, reports, and training to ensure sound service delivery and administration.
- Track program outputs and outcomes, oversee evaluation, and prepare reports for program funder.
- Ensure compliance of all program and contract documents.
- Assist in developing, managing, and submitting budget information.

2. Service Delivery

- Maintain a caseload of 10-15 clients in need of disability benefits.
- Collaborate with community partners to identify appropriate referrals.
- Complete interviews with clients to gather information to complete SSI/SSDI applications or SOAR assisted claims.
- Obtain medical records and other applicable information to complete SSI/SSDI applications.

- Write SOAR Medical Summary Reports for individual applications.
- Accompany clients to appointments at SSA.
- Schedule appointments to healthcare providers and specialists and accompany clients as needed.
- Work collaboratively with community partners and department staff to coordinate services and supports to mutual clients.
- Complete data entry and contract reporting within required parameters in both agency and HMIS databases.
- Conduct community outreach and presentations related to SOAR specific topics and processes.
- Attend agency staff meetings, trainings, functions, and other activities as needed.
- Assist the team with administrative tasks or special projects as needed.

Competencies

- Committed to understanding and supporting diversity, equity, and inclusion (DEI).
- Strong organizational, communication, and interpersonal skills.
- Ability to exercise sound judgement, diplomacy, and sustain collaborative relationships across the organization and with community partners.
- Ability to maintain professional boundaries and develop collaborative working relationships with clients, staff, and colleagues.
- Ability to prioritize multiple tasks, meet frequent deadlines, and work independently while producing quality work.
- Ability to adapt and respond to the changing needs of the program, clients, and staff.
- Proficient in the utilization of Microsoft Office and Microsoft 365 applications.

Education & Experience

- Bachelor's degree in Social Work or related field. Experience may be considered in lieu of degree.
- Minimum 2 years of experience working directly with individuals experiencing or at risk of homelessness.
- Understanding of and experience implementing the principles of harm reduction, trauma informed care, motivational interviewing, and housing first.
- Demonstrated ability and experience providing mentorship, supervision, and/or program support.
- Demonstrated ability and experience analyzing reports and data to identify trends and aid in program oversight.
- Proficient in the provision of medical case management and in writing comprehensive client summaries using medical and psychiatric terminology.
- Experience accessing community resources, services, and entitlement programs.
- Experience utilizing a Homeless Management Information System (HMIS) database.
- Evidence of ongoing training in areas related to mental illness, substance use, and/or homelessness.

Certifications & Licenses

- Certificate of Completion for the SOAR Leadership Academy- preferred.
- Certificate of Completion for the SOAR Online Course: Adult Curriculum- required.
- Valid Texas Driver's License or able to obtain within 30 days of hire.
- Must have reliable transportation, active auto insurance, and a satisfactory MVR driving record.
- Must be able to meet minimum standards for a criminal background check.

Work Environment

- Work will occur in an office setting and remotely. Client meetings will occur in the office and in the community including clients’ homes, healthcare appointments, and other non-traditional environments.
- This position will entail engaging with individuals with mental illness, substance use disorder, and/or a history of trauma.
- The SOAR Program Coordinator may frequent environments in which there is tobacco use.
- 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.

Travel

This position will require moderate travel within the Austin/Travis County area and use of one’s personal vehicle. Typical workdays will be based out of the Family Eldercare main office with frequent community visits including clients’ homes, healthcare appointments, and other non-traditional environments. Client transport in personal vehicle and accompaniment to applicable appointments will be expected. Travel will be reimbursed at the approved IRS mileage rate.

Acknowledgement & Review

By signing this job description, I acknowledge that I meet the qualifications, and can perform all job functions, duties, and responsibilities. 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: