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| Logo  Description automatically generated with medium confidence | **SOAR Specialist** |
| Program: Financial & Housing Stability | Reports to: SOAR Program Coordinator |
| Job Location: Pecan Gardens | Position Status: Full[x] -time  |
| FLSA Classification : [x] Non-exempt | Salary Range: $25.52-$26.25 / hour |
| SOAR Specialist will provide application assistance to unsheltered individuals and recently housed formally homeless individuals as they take the next step in their journey to stable housing. 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 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 provides tailored, ongoing case management support specific to connecting them to SSI/SSDI contributing to the goal of long-term housing stability. The SOAR Specialist will work collaboratively with their clients to submit disability claims to the Social Security Administration (SSA). The SOAR Specialist will initiate each claim by setting the protective filing date, submitting the claim to SSA, and following the claim throughout the disability determination process as it moves from SSA to Disability Determination Services (DDS). Throughout this time, the SOAR Specialist will support clients to access necessary medical and mental healthcare.**Essential Responsibilities*** Demonstrate care and develop significant trust with clients while maintaining strong boundaries in client relationships.
* Meet with clients in-person to complete interviews to gather information to complete SSI/SSDI applications or SOAR assisted claims.
* Assist clients with their Social Security paperwork including initial application, reconsiderations, and appeals; assist clients and troubleshoot issues with application; prepare Social Security applications and appeals.
* Maintain consistent contact with clients based on assessed needs, program policies, and funding guidelines.
* Client visits will include outreach and engagement on the streets, in parks, in encampments, abandoned buildings, etc., prior to housing and home visits once clients obtain housing.
* Collaborate with community partners to identify appropriate referrals.
* 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 internal 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.
* Maintain a caseload of approximately 20-25 clients at any given time.

**Competencies*** Strong communication, interpersonal, and organizational skills.
* Compassion for and ability to maintain professional boundaries for people who are struggling with a variety of challenges, including homelessness, mental illness, and addiction.
* Ability to demonstrate engagement skills with a challenging population in non-traditional work environments.
* Ability to develop and sustain collaborative and supportive working relationships with clients, coworkers, volunteers, and external partners.
* Ability to efficiently produce quality work, adhere to agency and contract requirements, and work independently.
* Strong organizational skills, attention to detail, and ability to meet deadlines frequently and consistently.Ability to prioritize multiple tasks and meet frequent deadlines.
* Ability to adapt and respond to the changing needs of the program and clients.
* Ability to write comprehensive client summaries using medical and psychiatric terminology.
* Ability to make constructive use of professional supervision.
* Committed to understanding and supporting diversity, equity, and inclusion (DEI).
* Proficient in utilizing Microsoft Office and Microsoft 365 applications.
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| **Education & Experience*** Bachelor's degree in a related field and/or certification as a Peer Support Specialist- preferred.
* 2 years of experience working directly with individuals experiencing or at risk of homelessness.
* Knowledge and/or familiarity with harm reduction and motivational interviewing concepts and

strategies. Experience accessing community resources, services, and entitlement programs.* Experience implementing the principles of harm reduction, trauma informed care, motivational interviewing, and housing first.
* Reliable transportation and active auto insurance.
* Clear multi-state criminal history and satisfactory motor vehicle driving record.
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| **Licenses & Certifications*** Valid Texas Driver’s License.
* SOAR Certification preferred. Non-certified candidates will be required to complete training within ninety (90) days if selected.
* Homeless Management Information System (HMIS) trained or able to complete HMIS certification within 30 days of hire.
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| **Work Environment*** Work will occur in an office setting and in the community, non-traditional work environments such as homeless encampments, shelters, transitional housing. 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 regular face to face engagement with individuals with mental illness, substance use disorder, and/or a history of trauma.
* The SOAR Specialist 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.
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| **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 Pecan Gardens Permanent Supportive Housing site which includes visits to client’s homes as well as frequent offsite visits to 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:** |