family ELDERCARE	# SOAR Specialist
Program: Supportive Services	Reports to: SOAR Unit Supervisor
Job Location: FEC Main Office (Rutherford location)	Position Status: Full-Time
FLSA Classification: Non-exempt	Salary Range: $24.50 / hour based on a 36 hour work week

SSI/SSDI Outreach, Access, and Recovery (SOAR) is a model that helps individuals experiencing or at risk of experiencing 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 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 their clients in accessing necessary medical and mental healthcare.

Essential Responsibilities

- Maintain a caseload of 25-30 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 to appointments.
- 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

- Strong communication, interpersonal, and organizational skills.
- Ability to maintain professional boundaries and engagement skills with a challenging population and 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.
- 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.

Education & Experience

- Bachelor's degree in a related field and/or certification as a SOAR Specialist- preferred.
- 2 years of experience working directly with individuals experiencing or at risk of homelessness.
- Evidence of ongoing training and education in related areas such as mental illness, substance use, and/or homelessness.
- 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.

Licenses & Certifications

- Valid Texas Driver’s License.
- SOAR trained or able to obtain SOAR certification within 30 days of hire.
- Homeless Management Information System (HMIS) trained or able to complete HMIS certification within 30 days of hire.

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 including encampments, shelters and under bridges, etc.
- 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.

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 about 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:**