



Job title	<i>SOAR Case Manager</i>
FT or PT	<i>Full-time</i>
Reports to	<i>Director of Disability Services</i>
FLSA Status	<i>Non-Exempt</i>
Location	<i>The Servant Center, Northwestern Plaza 2311 W Cone Blvd, Suite 130, Greensboro, NC 27408</i>

Job purpose

The SOAR (SSDI/SSI Outreach, Access and Recovery) Case Manager provides outreach and support to homeless adults with mental illness, physical disability and/or substance abuse issues for the purpose of expediting the SSDI/SSI and medical benefits application process.

Essential Functions

- Initiate paperwork with consumers as referred to program by filing initial documentation of representation with SSA office;
- File initial applications and/or appeals on behalf of clients, which includes additional interviews with clients, gathering medical records, writing SOAR Medical Summary Reports, and obtaining other evidence for the claim;
- Accompany consumers to appointments at the Social Security Administration;
- Coordinate transportation for visits to medical doctors, psychiatrists, and other specialists to obtain evidence for case and accompany as needed;
- Provide assistance and information to clients' case management team (other agencies) as needed;
- Provide information and updates for monthly, quarterly and/or annual reports for funders to the Director of Disability Services or Executive Director; and
- Work with Americorp Members, volunteers, Interns, and other support staff as needed.

This description reflects management's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned.

Qualifications

- An associate's degree; bachelor's degree preferred or equivalent life/work experience required;
- Commitment to the SOAR process and Housing First approach;
- Ability to learn and follow the SOAR process; willingness to obtain SOAR certification required;
- Ability to learn the SSI/SSDI application process and Social Security Administration's Blue Book listings; experience a plus;
- Experience working with people who are experiencing homelessness and/or those with mental health issues and substance abuse issues;
- Ability to work in non-traditional settings and unstructured environments;
- Strong interpersonal skills in working with diverse cultural and ethnic populations;
- Reliable transportation and a valid, unrestricted driver's license;
- Demonstrated ability to work independently and as part of a team;
- Strong organization skills with ability to prioritize tasks quickly and multi-task;
- Ability to develop and maintain relationships with our community partners;
- Computer skills, in particular MS Word, MS Excel and internet browsers; ability to learn new software;
- Excellent writing skills and ability to analyze extensive data required for medical summary report writing; experience helpful;
- cursory knowledge of medical and psychiatric terminology and ability to write using same; and
- Negative TB (tuberculosis) skin test.

Working Conditions

- Generally works in an office environment, but will be required to perform job duties outside of the typical office setting;
- Much of the work will be done meeting clients in the hospital/clinic/shelters;
- Often travels by foot, car, or other means appropriate to making contact with the population;
- Work hours are typically Monday-Thursday 9am-5pm and Fridays 9am-3pm, but occasional evening and weekend work may be required to ensure maximum accessibility for clients;
- Travel for the purpose of meeting with clients, training, and collaborating with partner agencies;
- Willingness to take clients to medical appointments as needed in personal vehicle.

Physical Requirements

- Sitting for extended periods of time;
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects;
- Ability to bend, squat, climb stairs occasionally;
- Ability to lift up to 50 lbs rarely;
- Ability to lift up to 10 pounds occasionally; and
- Ability to move about inside the office to access file cabinets, office machinery, etc

Approved by:	<i>Executive Director (Shanna Reece) and Disability Department Manager (Jennifer Nichols)</i>
Date approved:	<i>December 7, 2017</i>

For Employee File:

Employee:		Date:	
Supervisor:		Date:	
Executive Director:		Date:	