



Benefits Specialist

The Urban Ministry Center is an interfaith agency dedicated to bringing the community together to end homelessness, one life at a time.

UMC has five core values it uses when hiring and evaluating staff members. These are:

- Heart for the Work
The UMC staff is truly passionate. We love what we do. We endeavor to be the very best at helping the people we serve and our colleagues succeed, even when no one is watching
- Kind and Compassionate
The UMC staff is kind and compassionate. We offer comfort and strength, hope and support to each other and to the people we serve.
- Results Oriented
The UMC staff is results oriented. We do not give up, even when faced with obstacles; utilizing flexibility and creative thinking.
- Self-Care
The UMC staff values self-care, including caring for physical, emotional, and mental health care needs. Self-awareness allows staff to feel secure with their professional identity, including clarity of appropriate professional /personal boundaries and awareness of when to seek support from others.
- Team Oriented
The UMC staff is appreciative, helpful, and team oriented. We treat everyone with respect, knowing that we will achieve more working together than alone.

Our housing programs provide permanent supportive housing to chronically homeless individuals. Using a '*housing first*' approach, our housing programs give individuals with long-term episodes of homelessness what they need most – a home – and provides wrap-around support to help them regain lives of wellness and dignity. The program specifically targets those individuals who have been living on our city's streets the longest and have the most complex service needs. Moore Place currently serves 120 individuals. Our Scattered Site housing will eventually house 300. The Benefits Specialist will assist individuals with disabilities - including those with chronic conditions/illnesses - to acquire income, health insurance, and other basic needs to stabilize their lives. The Benefits Specialist will complete Social Security Administration (SSA) disability program eligibility assessments and applications utilizing the SOAR (SSI/SSDI

Outreach, Access, & Recovery) model. The Benefits Specialist will assist individuals in navigating Medicaid/Medicare and Affordable Care Act systems.

We are currently hiring two full-time positions, one will operate out of the Moore Place campus and the other will operate out of our Scattered Site program office. Each will travel weekly to the Social Security Administration offices. Travel will also involve transporting consumers to relevant appointments as needed.

Job Responsibilities:

- Complete interviews with consumers to gather information needed for SSI/SSDI applications;
- Initiate paperwork with consumers by filing initial documentation of representation with Social Security Administration office;
- Gather medical records and other information to complete SSI applications;
- Write medical summary reports for consumer applications;
- Accompany consumers to appointments at the Social Security Administration to apply for SSI/SSD and to the Department of Social Services to apply for Medicaid;
- Work with program nurse to coordinate visits with medical doctor, psychiatrist, and other specialists to obtain documentation for case;
- Coordinate the SOAR application submission process through a comprehensive review of each application for completeness and accuracy;
- Manage the appeals process for applications that are denied by the Social Security Administration;
- Assist eligible consumers in understanding and applying for health insurance through Medicare and the Affordable Care Act;
- Provide guidance and technical assistance to program case management staff on troubleshooting in cases where benefits/insurance are suspended;
- Other duties as assigned.

Skills & Qualifications

- A Bachelor's degree in a related field and minimum three years of related experience;
- Superior organizational skills and attention to detail;
- Superior writing skills and the ability to analyze extensive data/records to create written reports with accuracy;
- SOAR certification and successful experience using the SOAR model strongly preferred;
- Prior experience with and/or knowledge of public benefits rules and regulations;
- Demonstrated experience developing trusting working relationships with a marginalized, underserved population;
- Prior experience in the areas of mental illness, substance use, and/or homelessness;
- Ability to prioritize multiple tasks and meet frequent deadlines;
- Ability to maintain professional boundaries and engagement skills with consumers from a variety of backgrounds;

- Possess a valid North Carolina's driver's license with a clean driving record;
- Spanish-speaking skills a plus.

To Apply:

Applications are due by 1/17/18. A cover letter is required. Send cover letter and resume to:

jobs@urbanministrycenter.org

No phone calls, please.

More information about Urban Ministry Center can be found at www.urbanministrycenter.org