



Triangle Family Services

Triangle Family Services Job Description

Position Title: SOAR Benefit Specialist
Department: Programs
Reports To: Director
Category: Professional Non-Exempt

Triangle Family Services (TFS) is a dynamic nonprofit human services agency with an 87-year history of serving families in crisis in Wake County and surrounding communities. Our lifechanging programmatic work includes trauma-focused mental health services, domestic violence interventions, supervised visitation, housing stabilization services, homeless engagement, and financial counseling. (www.tfsnc.org).

Job Summary

The SSI/SSDI Outreach, Access, and Recovery (SOAR) Benefit Specialist will provide support and resources through SSI/SSDI Outreach, Access, and Recovery process to help people successfully obtain SSI/SSDI. SOAR will work with the referral sources and community partners to accurately identify candidates through team meetings, outreaches, and referrals. This position will also be responsible for gathering any collateral or other relevant information (i.e. medical record) from SOAR provider's agency and other providers. TFS is a well-established, small to medium-sized nonprofit that administers a complex array of human services, primarily in Wake County; this position will interface with all areas of the agency.

Job duties include but are not limited to

- Complete SOAR training within 30 days from date of hire.
- Completes the SOAR process accurately: Utilize SOAR checklist to review the list of documentation that must be submitted (etc., SSA-8000, SSA-827s, SSA-1696, SSA-3369, SSA4814, i3368), Review all the records for any missing information or the need for further explanation to accurately complete the SOAR process, submit entire application packet to SSA within 60 days of protective filing date.

- Process 25 to 40 applications per fiscal year (average minimum of 2 per month).
- Keep track of data by utilizing the online SOAR tracking system.
- Responsible for scheduling client interviews and appointments for follow up in community/home/office as appropriate.
- Referral Process-coordinate with street outreach teams to identify appropriate SOAR candidates having the potential applicant complete a “SOAR Project Consent for Release of Information”.
- Get protective filing date paperwork submitted by filing representative form within 2 days of interview of client.
- Complete interviews with client to gather information needed to complete SOAR process.
- Coordinate/accompany clients to appointments in relation to SOAR process.
- Write medical summary report for client’s application.
- Works closely with all parties (i.e. staff, clients, SSA) to maintain communication/contact.
- Provide Outreach including street outreach to assess identify individuals for SOAR eligibility.
- Also provide ongoing training to other agencies in the community to enhance and assist their SOAR understanding and knowledge.
- Participate in staff organizational meetings, both clinical and administrative.

For the successful execution of job duties, the ideal candidate will have

- Bachelor’s degree in psychology, social work, or human service field preferred.
- Experience working with adults experiencing mental health, substance use, and or trauma preferred.
- Experience with the SOAR model.
- Excellent oral and written communication skills.
- Proficiency in Microsoft Office Suite software (Word, Excel, Outlook, PowerPoint, etc.)
- Proficiency utilizing electronic health record systems, or client data/management information systems.
- Experience with Homeless Management Information System (HMIS) a plus.
- Ability to read, analyze, and interpret documents.
- Excellent organizational skills and attention to detail; ability to prioritize multiple tasks and meet frequent deadlines.

Values

- Integrity: We act in a manner consistent with our words and beliefs
- Honesty: We deal with each other in a straightforward manner

- Respect: We treat others with care and consideration
- Courage: We pursue our beliefs with strength and perseverance
- Diversity: We seek; value; and respect differences among our teammates
- Balance: We strive for stability and vitality in our lives

Working Hours and Conditions

This position will function in a fast-paced environment that requires both independence and collaboration; TFS identifies teamwork as one of our core workplace values. Most TFS employees wear multiple hats and regularly encounter opportunities to expand their skills, knowledge, and reach. We take our commitment to our clients and our donors very seriously: we work hard. We also, however, find joy, hope and fun in our daily work activities and collegial interactions.

TFS provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

If this is your ideal job, please submit a cover letter, resume, and required salary range to resume@tfsnc.org with the position title (SOAR Benefit Specialist) in the subject line.