

## **Employment Announcement SOAR Specialist**

### **JOB SUMMARY:**

SSI/SSDI Outreach, Access, and Recovery (SOAR) is a model that helps individuals experiencing or at-risk for homelessness who have mental illness and/or a co-occurring substance use disorder or other medical impairments apply for Social Security disability benefits. The primary responsibility of this position is to assist clients in the application process for SSI/SSDI using the SOAR process. The SOAR Specialist is responsible for assessing clients' eligibility for SOAR services, collecting and summarizing disability documentation, and submitting final applications on behalf of clients. The SOAR Specialist is a source of support and will implement best practices which dramatically expedite the SSI/SSDI application process and reduce the disability determination period for clients. The SOAR Specialist understands that Broward County operates a Housing First model, and that every client's experience with homelessness should be rare, brief, and non-recurring.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Establish and maintain effective rapport with clients.
2. Screen clients for potential eligibility for disability benefits.
3. Initiate paperwork with clients by filing documentation with SSA Office.
4. Complete interviews with clients to gather information to support the SSI/SSDI applications.
5. Gather medical records and other information to complete SSI/SSDI applications. Write SOAR medical summary reports for client applications.
6. Coordinate and or accompany clients to appointments at the Social Security Administration, medical doctors, psychiatrist, and other specialists to obtain medical documentation for application.
7. Interface with outside agencies as appropriate and necessary for specialized services promoting clients' success.
8. Work in partnership with the SSI/SSDI office regarding eligibility for clients. Assist client with appeals if denied.

9. Research, prepare reports and negotiate with the office of Social Security and/or judicial staff to resolve cases as needed.
10. Submit court documents if required and attend court hearings if necessary to advocate for client throughout the SOAR application process.
11. Effectively manage a caseload of 8-10 clients and ensure that a maximum of quality SOAR applications are submitted on an annual basis.
12. Document all activities, client progress, and backup documentation in the electronic health records system, following the Agency's documentation standards and specified timeframes.
13. Transfer and/or terminate client cases in a professional manner.
14. Participate in staff meetings and attends trainings as assigned.
15. Participate in SOAR Processors affinity group hosted by the Broward Behavioral Health Coalition and provide updates to the Program Services team as appropriate.
16. Adhere to Agency policies, procedures, professional/ethical standards and legal requirements regarding the SOAR process.
17. Generates specific activity reports in a timely manner and participates in the collection of outcome data as directed by supervisory staff.
18. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions given by their supervisor, subject to reasonable accommodations.

#### **QUALIFICATIONS:**

**Education/Experience:** Bachelor's degree in social work or related field, with at least two years of related experience and/or working in the field of homelessness, with individuals who have mental illness and/or are dually diagnosed. Years of experience may substitute for formal education. SOAR certification required and bilingual preferred. Superior organizational skills and attention to detail. Effective verbal and written communication skills. Proficient use of computer software, excellent time management, the ability to effectively resolve and cope with immediate conflict and crisis situations; the ability to develop relationships with a wide variety of external stakeholders. Must possess a valid Florida driver's license and safe driving record.



**WORK ENVIRONMENT:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The SOAR Specialist works in settings of Broward Partnership, including offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail cover letter and resume to: [careers@bphi.org](mailto:careers@bphi.org) and include the job title of "SOAR Specialist" in the subject line.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by applicable federal, state, or local laws. We participate in E-verify.