

Dawning Family Services
JOB DESCRIPTION

POSITION SOAR Specialist
DEPARTMENT Program
REPORTS TO Director of Programs
FLSA STATUS Non-Exempt / Part-Time temporary position
SALARY \$17.33 / hour
POSITIONS SUPERVISED None

MISSION

We create sustainable change in the lives of our community's most vulnerable families.

POSITION FUNCTION/OVERVIEW:

SSI/SSDI, Outreach, Access, and Recovery (SOAR) is an initiative designed to increase access to SSI/SSDI for eligible adults from the City of Tampa who are experiencing, or at risk of, homelessness and have mental illnesses, medical impairments, and/or co-occurring substance use disorders. The SOAR Specialist will screen clients for eligibility for disability income benefits administered by the Social Security Administration (SSA) and apply for benefits on behalf of those found eligible.

All DFS employees are expected to demonstrate the mission, values, and sensitivity to the diversity of the organization's clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

- Serve as the clients' representative for the purpose of applying for SSI/SSDI. This includes "standing in" for the applicant, responding to questions, receiving copies of all mail sent to the applicant, and communicating back and forth with Social Security Administration (SSA)
- Complete all required SSA forms for SSI and SSDI; submit online whenever possible
- Collect medical records from providers who have treated the applicant
- Write a comprehensive SOAR Medical Summary Report that includes psychosocial, treatment, and functional information that is co-signed, if at all possible, by a physician or psychologist who has seen the individual
- Conduct ongoing outreach and engagement with the individual to stay connected throughout the process
- Track applications and outcomes, including number of applications completed, approvals/denials, and time to decision
- Report outcomes into the SOAR Online Application Tracking (OAT) system and input client data into the HMIS system.
- Actively collaborate with Local SOAR Leads
- Employee will need to get certified in SOAR within the first week of being hired. This is a free on-line training.

- Must be able to work a flexible schedule including nights and weekends.
- This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.
- This position is funded through a contract and could end on September 30, 2020 if the contract is not renewed.

PRINCIPAL RELATIONSHIPS: Regular contact with DFS staff to provide and obtain information. Frequent contacts with outside agencies including government agencies, medical community, and advocacy groups to facilitate the process of clients receiving SSDI benefits.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. DCF background clearance, fingerprinting and drug testing required. Must have reliable transportation, valid FL ID, auto insurance, and clean DMV record.

EDUCATION and/or EXPERIENCE: Bachelor's degree. A minimum of two years' experience related to homeless services. Demonstrated ability to build and maintain relationships with a wide array of people and organizations.

RELATED SKILLS: Strong written and oral communication skills. Effective interpersonal skills to interact with clients, external partners, agencies, and others to assure clients' needs are met. Ability to work independently with minimum supervision. Knowledge of office systems including databases; MS-Office preferred.

LANGUAGE SKILLS: Outstanding communication and interpersonal skills are essential. Ability to effectively present information in one-on-one and small group situations to clients, other agencies, and community partners. Ability to respond to common inquiries or complaints from clients, residents, outside agencies and community partners. Must be able to conceptualize well and communicate professionally and effectively. Bilingual in English/Spanish is strongly preferred.

MATHEMATICAL SKILLS: Ability to perform basic mathematical skills, Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions, Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS: The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk and reach with hands and arms. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Must adhere to safety and OSHA Standards. Observe safety requirements as required by employer and adhere to state and local health and safety regulations.

Dawning Family Services is an Equal Opportunity Employer