



JOB DESCRIPTION

Position Title: SOAR Case Manager
Department: Helen Wright Center for Women
FLSA Status: Full-time/Exempt
Salary Range: \$45,000 - \$50,000 per year
Work Schedule: 40 hours per week
Reports to: Program Manager

POSITION SUMMARY: The Helen Wright Center for Women provides emergency shelter to homeless women. The primary intent of the emergency shelter is to provide both safe shelter and the opportunity to receive supportive services that will help clients increase and maintain housing stability and self-sufficiency.

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Work with the client population and referral sources to identify candidates through team meetings, outreaches, and referrals
- Initiate paperwork with consumers as referred to program by filing initial documentation of representation with SSA office
- Complete interviews with consumers to gather information to complete SSI/SSDI applications
- Gather medical records and other information to complete SSI/SSDI applications
- Write SOAR Medical Summary Reports for consumer applications
- Accompany consumers to appointments at the Social Security Administration
- Coordinate visits to medical doctors, psychiatrists, and other specialists to obtain evidence for case
- Coordinate case management services with partners and help with providing case management services to consumers when needed. Assist the team with administrative tasks as needed
- Maintain and update all client data in the Homeless Management Information System (HMIS) and on other required reports in a timely and accurate manner.

- Keep accurate client records which are updated in a timely manner and comply with internal policies and procedures, as well as all regulatory guidelines.
- Assist with office-related tasks as needed
- Attend all job-related meetings, including program staff meetings and agency-wide meetings
- Participate in opportunities for learning and skill maintenance/development, including internal and external training and workshops
- Any other duties / responsibilities / tasks assigned by the Director

EDUCATION, SKILLS AND/OR EXPERIENCE REQUIREMENTS:

- Bachelor's degree in a related field
- Minimum two years related experience is required
- SOAR Certification and minimum one year SOAR experience
- Strong written and oral communication skills
- Exceptional communication (verbal, listening) skills in addition to critical thinking and problem solving skills
- Basic knowledge of medical and psychiatric terminology and ability to write using same
- Ability to develop and maintain relationships with community partners and outside agencies
- Ability to work with people of diverse socio-economic and cultural backgrounds
- Understanding of and sensitivity to the needs of the homeless
- Understanding of and strong adherence to social work ethics
- Ability to work in a team environment
- Mid-level computer proficiency (Microsoft Word, Outlook)
- Valid North Carolina Driver's License and satisfactory driving record. Personal vehicle for use in transporting clients in the event agency vehicles aren't available. Proof of current/valid car insurance.

Majority of work efforts will be carried out in a shelter environment; will be expected to operate office equipment (computer, copier, phone, etc.), may need to occasionally carry up to 10 lbs., sit, stand, walk, bend / stoop as needed to complete duties and responsibilities.

EOE