

## JOB DESCRIPTION

## INCOME SOAR SPECIALIST



|                      |        |               |           |
|----------------------|--------|---------------|-----------|
| <b>EMPLOYEE NAME</b> |        |               |           |
| <b>FLSA STATUS</b>   | EXEMPT | <b>STATUS</b> | FULL-TIME |

### SUMMARY

The Income SOAR Specialist is responsible for assisting participants in the MAP Permanent Support Housing program to obtain income through SOAR (SSI/SSDI Outreach, Access, and Recovery). The Income SOAR Specialist's responsibility is to provide support to the housing team, vocational services to MAP PSH participants in order to increase the participant's likelihood of obtaining employment and/or income. Experience working with people with disabilities and homelessness is beneficial. This position is a member of the Permanent Housing Supports Team. This position will report directly to the Housing Supports Administrative Team Leader.

### QUALIFICATIONS

- High school diploma or equivalent (required)
- Bachelor's degree in social work or relevant human services field (preferred)
- SOAR certification (preferred)
- At least 1 year of experience working with various disabilities including the mental health field, substance use disorder field, and/or homeless arena experiencing financial hardship (required)

### REQUIREMENTS

- Valid Driver's License
- Office hours are Monday – Friday 8:00am – 4:30pm
- This is a Full-Time position, 40 hours/week

### KNOWLEDGE

Knowledge of:

- Strong knowledge with Social Security, Supplemental Security Income (SSI), DDS, and other government benefits programs
- Awareness of advocacy and the ability to work with individuals from different cultural backgrounds
- Proficiency with record-keeping
- How to advocate for client rights and access to resources
- Competence in managing multiple caseloads and deadlines simultaneously
- How to maintain accurate and confidential client records in compliance with legal and ethical standards
- How to maintain appropriate professional boundaries with clients

### REQUIRED ABILITIES

- Act independently
- Analyze situations
- Attend to details
- Communicate verbally & in writing
- Concentrate
- Empathize
- Identify problems
- Initiate
- Manage pressure
- Motivate self and others
- Multi-task
- Organize
- Problem-solve
- Think creatively

### REQUIRED SKILLS

- Effectively prioritize multiple tasks
- Actively listen to fully understand circumstances
- Collaborate with others to maximize innovation and effectiveness
- Consider multiple costs and benefits when problem-solving to arrive at the most effective decision
- Focus on details to reduce errors and increase efficiency
- Manage time effectively to ensure all work is completed timely and effectively
- Organize work to maximize productivity
- Plan work projects to ensure efficiency
- Use empathy to understand the point of view of others
- Respond effectively to sensitive inquiries or complaints
- Exercise tact, discretion, and diplomacy

### SUPERVISORY RESPONSIBILITIES

- NONE

### REPORTS TO

- Housing Supports Administrative Team Leader

### ESSENTIAL JOB FUNCTIONS

#### PARTICIPANT SUPPORTS

- Work with participants who have financial goals in areas of obtaining employment/and or increasing income in order to increase participant's likelihood of maintaining stable housing
- With participant, assess opportunities for increasing income through benefits and entitlements, including assessment for eligibility of Social Security through SOAR process
- Monitor participant progress toward fulfillment of income/employment-related goals through progress notes and required paperwork in the HMIS system
- Coordinate and communicate with other resource team members, collaborative partners and other community service providers to meet the needs of participants
- Promote the development of self-sufficiency with each participant
- Develop strong rapport with clients, often managing individuals with mental health conditions, physical disabilities, or co-occurring disorders
- Advocate for clients during the application process to ensure their needs are adequately represented
- Work with Program Team Leaders to create and update policies and procedures related to program operations, regulatory requirements and funder requirements

#### COMMUNITY RELATIONS

- Maintain a professional relationship with local food banks
- Maintain agency food pantry

#### ADDITIONAL RESPONSIBILITIES

- Drive to required locations as needed
- Uphold the values, principles, and standards of the NASW Code of Ethics
- Attend and participate in all team meetings, trainings, and committee meetings
- Regular and routine onsite attendance as scheduled
- Wear required Personal Protective Equipment (PPE)
- All other duties as assigned

### SUPPLEMENTAL FUNCTIONS

- TBD

### WORK ENVIRONMENT

- Ann Arbor Office Location
- Indoor office environments and in the community areas

### PHYSICAL DEMANDS

- Continuously requires:
  - Work in a standard office environment, which may involve frequent movement between different locations within the office
  - Sedentary work sitting at a desk, using a computer, and operating office equipment
  - Dexterity and coordination for typing using a keyboard and mouse at a workstation for an extended period of time
  - Communicate effectively, both verbally and in writing, and may need to use the telephone and other communication tools
  - Good vision, including close vision for detailed work, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus
- Frequently requires:
  - Remaining in a stationary position for long periods of time
  - Driving
- Occasionally requires:
  - Moving about inside the office
  - Moving objects up to 50 pounds
  - Stand; walk; climb or balance and stoop, kneel, crouch, or crawl, ascend and descend stairs
  - Traverse even and uneven surfaces, for extended period

### EQUIPMENT

- Phones
- Computer/Laptops/Tablets/Monitors
- Printers/Copiers/Scanners