

Department: Fairfield County Services

Employee Name: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_



**Job Description**  
**SOAR Benefits Specialist**  
**Fairfield County**  
**Full Time – Non-Exempt**

New Reach, Inc. is a nonprofit organization working to provide shelter and housing, stabilization and support and community connections for children, families and individuals experiencing homelessness and poverty across CT. Since 1990, New Reach has worked to further its mission to inspire independence for those affected by homelessness and poverty through a continuum of housing and support using the most innovative and progressive methods.

**Essential Job Functions:**

- Become a certified SOAR (SSI, SSDI, Access and Recovery) service provider and Local Lead
  - Promote strategic planning for SOAR through participation in County and Statewide Steering Committee Meetings to establish collaboration among key state and/or local stakeholders and to assist in the implementation of each committee's SOAR action plan
  - Provide training and technical assistance to community providers to support action plan implementation, assistance with tracking outcomes to document success, and help with accessing additional resources
- Complete coordinated screenings for all individuals and families referred to evaluate eligibility for SOAR services
- Assist individuals with accessing Social Security Disability Insurance and Supplemental Security Income using the SOAR model
  - Become the appointed representative for the client's disability claim and initiate the application process
  - Collect medical records and supporting evidence for the client's disability claim
  - Submit applications for SSI and SSDI with supporting evidence to the Social Security Administration
  - Collect verbal and written statements from the client, service providers, and members of the client's support network that support client's disability claim
  - Formulate a medical summary report, encompassing information from medical records and statements
  - Maintain communication amongst the client, Social Security Administration, and Department of Disability Determination Services as the primary point of contact for the client's disability claim
- Carry a caseload of 5 to 20 clients at any given time, dependent upon the client's need for dual case management services (as determined by the Bridgeport Housing First Collaborative) and the status of each client's application
- Work collaboratively and maintain positive, professional communication with referring agents, case managers, service providers, clients' informal support networks, the Social Security Administration, the Department of Disability Determination Services, and the SOAR Technical Assistance Center
- Assist the client identifying unaddressed needs related to insurance, non-cash benefits, and financial entitlements
- Encourage an array of integrated services, including but not limited to: treatment of medical, mental health, and substance use disorders; medication management; and involvement in employment assistance. Refer and support engagement in appropriate services to meet the client's needs.
- Maintain ongoing client files, including assessments, service, plans, correspondence, and case notes.
- Comply with HUD-HMIS, DMHAS, and SAMHSA-SOAR standards and expectations, including timely documentation and assessment
- Compile and record data for all SOAR applications in the Online Application Tracking (OAT) System
- Maintain strict confidentiality concerning any client's information, living information, and medical status
- Assist in program development and quality assurance activities as directed by the Program Manager
- Create awareness; educate policy makers on issues relevant to the needs of clients
- Ability to work the agreed upon schedule, with flexibility to meet the needs of the clients served via home visits and

Department: Fairfield County Services

Employee Name: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

community based services, and active participation in interagency meetings

- Required to work on site at 387 Clinton Ave., Bridgeport, CT during the regular business hours of 8:30am to 5:00pm
- Other projects and duties as assigned

**Qualifications:**

- BA/BS in Human Services (or similar) or Associates Degree and three years human service experience required
- Experience in the provision of Social Services
- Highly motivated and creative, with excellent interpersonal skills
- Ability to provide comprehensive, intensive services to the homeless, including acting as a strong advocate
- Ability to work with a group and independently
- Proficient in Microsoft Outlook, Word, Excel and Power Point
- Valid driver's license and access to own reliable transportation with proof of insurance.
- High level of organizational skills and ability to prioritize and manage multiple projects simultaneously
- Excellent written and verbal communication skills
- Ability and desire to work as part of team; identify with and support the mission of New Reach
- A commitment to the values of New Reach: Professionalism, Integrity, Compassion and Initiative
- Bilingual/Bicultural preferred

**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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The associate must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary. Reasonable accommodations may be made to assist individuals with disabilities in meeting the expectations of this position.

EEO/VET Employer

**Reports to:**

The SOAR Benefits Specialist reports directly to Fairfield County Program Manager and will be supervised according to the New Reach Supervision Policy.

*My signature acknowledges that I have read, understand and have had the opportunity to discuss the responsibilities assigned to my position. A copy has been given to me, and one will be included in my personnel file.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date