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**Heading Home**

**Job Title:** SOAR Specialist **Program:** Heading Home **Reports to:** SOAR Program Director **Hours:** 8:00 a.m. - 5:00 p.m.

**Exempt 🗆 Non-Exempt ⌧**

**Position 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 SOAR Specialist will report to the SOAR Program Director. The SOAR Specialist

will assist with the coordination of intake and referral process of HSD SOAR referrals. This individual will assist with following up on all referrals, obtain pertinent additional information, or perform SOAR services including requesting and obtaining SSI/SSDI award letters. The SOAR Specialists main duties will fall within the NM Human Services Department contract in which Specialist will complete SOAR applications for eligible individuals within New Mexico.

The SOAR Specialist must be able to work in the community and meet individuals experiencing homelessness. This position requires at least 2 years of experience working directly with individuals experiencing homelessness who have a serious mental illness and/or co-occurring substance use disorder; evidence of ongoing training and education in related areas such as mental illness, substance abuse, and/or homelessness; an ability to work in non-traditional settings and unstructured environments; and a valid state driver’s license with a clean driving record. SOAR training is required. The position requires someone who is organized and has an ability to prioritize tasks quickly. The SOAR Benefits Specialist will also attend any trainings/certifications as required by the state.

**Position Responsibilities**

* Complete interviews with individuals 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 individual applications
* Accompany individuals to appointments at the Social Security Administration
* Coordinate visits to medical doctors, psychiatrists, and other specialists to obtain evidence for the application
* Complete Reconsideration applications using the SOAR Appeal Toolkit when/if appropriate for clients of Heading Home.
* Communicate updates and issues that arise with HH SOAR Program Director
* Track and record progress and present regular updates to supervisors and clients
* Record Track SOAR Application results in Outcomes Application Tracking and internal data systems.
* Uphold the highest level of respect and confidentiality.
* Coordinate case management services with partners and help with providing case management services to individuals when needed
* Assist the team with administrative tasks as needed

**Qualifications:**

* Excellent interpersonal and communication skills
* Ability to prioritize multiple tasks and meet frequent deadlines
* Superior organizational skills and attention to detail
* Computer experience, including troubleshooting and problem solving and proficiency in Google, MS Office applications (Word, Excel) and database management
* Good writing skills and the ability to analyze extensive data and create written reports with accuracy and brevity
* Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions

**Experience:**

* A Bachelor’s degree in a related field, or certification as a Peer Specialist
* Evidence of ongoing training and education in related areas such as mental illness, substance abuse, and/or homelessness
* Lived experience of homelessness or mental illness
* Familiarity with Social Security Administration’s Listings of Impairments
* Cursory knowledge of medical and psychiatric terminology and ability to write using same
* Experience with providing outreach and successful engagement to a diverse population, includes working with clients, developing trust, and conducting interviews in non-traditional settings and unstructured environments

**Other Requirements:**

* Frequent travel by foot, car, or other means appropriate to making contact with population
* Must be able to adjust to the environment of the target population including making visits to encampments, shelters, and personal living environments when needed
* Sitting for extended periods of time
* Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects
* Physically able to participate in training sessions, presentations, and meetings
* Travel for the purpose of meeting with clients, training
* Valid New Mexico driver’s license and reliable transportation
* Ability to navigate stairs, ladders, ramps and uneven terrain
* CPR/First Aid Certification or ability to become certified within 30 days of hire
* Mandt training or ability to become certified within 3 months of hire

Thi job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_

SOAR Specialist

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_

Housing Director