



SOAR Specialist

Job Description

Objective: Housing for New Hope connects our neighbors to housing and hope. Serving as part of the Street Outreach team, the SOAR Specialist will provide application assistance to unsheltered individuals as they take the next step in their journey to stable housing. SSI/SSDI Outreach, Access, and Recovery (SOAR) is a model that helps individuals experiencing or at risk of homelessness who have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder apply for Social Security disability benefits. The SOAR Specialist must be able to work in the community and meet individuals experiencing homelessness where they are, including in the woods, under bridges, and in abandoned houses. This position provides tailored, ongoing case management support specific to connecting them to SSI/SSDI contributing to the goal of long-term housing stability.

Reports to: Street Outreach Program Manager

Team: Street Outreach

Status: Full-time, exempt

Responsibilities:

1. Demonstrate care and develop significant trust with clients while maintaining strong boundaries in client relationships.
2. Work with Housing Stability Case Managers, Engagement Specialists, referral sources, and other community partners to identify appropriate SSI/SSDI applicants.
3. Complete interviews with individuals to gather information to complete SSI/SSDI applications
4. Gather medical records and other information to complete SSI/SSDI applications
5. Write SOAR Medical Summary Reports for individual applications with accuracy and brevity
6. Accompany individuals to Social Security Administration appointments and legal hearings
7. Coordinate visits to medical doctors, psychiatrists, and other specialists to obtain verifications for the application
8. Assist with providing case management services to individuals when needed
9. Assist the team with administrative tasks as needed
10. Maintain consistent contact with applicants based on assessed needs, program policies, and funding guidelines. Client visits will include engagement on the streets, in parks, in encampments, abandoned buildings, etc., prior to housing and home visits
11. Maintain accurate client documentation in HMIS (Homeless Management Information System) database in compliance with agency, CoC, and funding guidelines and expectations.
12. Maintain a caseload of approximately 10-15 clients at any given time.
13. Work collaboratively with case management professionals concurrently supporting clients to ensure ongoing coordination of services.
14. Work collaboratively with Street Outreach team members to provide on-call coverage, support

surge capacity for encampment activities, surge capacity for disaster shelter coverage, and staff occasional street outreach events.

15. Participate in community meetings and other activities as requested by supervisor or agency leadership.
16. Attend workshops, trainings, and webinars as necessary to increase skills and knowledge to provide effective support.
17. Abide by and maintain compliance with agency and funding policies and procedures.
18. Other duties as assigned.

Qualifications:

- Bachelor's degree in human services or related field required, Master's degree in related field preferred.
- Three years of experience providing case management with vulnerable and/or disabled populations. One to two years of experience serving homeless population.
- SOAR Certification preferred. Non-certified candidates will be required to complete training within ninety (90) days if selected.
- Knowledge and/or familiarity with harm reduction and motivational interviewing concepts and strategies.
- Compassion for and ability to maintain professional boundaries for people who are struggling with a variety of challenges, including homelessness, mental illness, and addiction
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community members while maintaining professional boundaries
 - Excellent written and verbal communication skills
- Ability to multi-task and manage competing priorities quickly and effectively.
- Strong organizational skills, attention to detail, and ability to meet deadlines frequently and consistently.
- Ability to work effectively both independently and as part of a team.
- Flexible and adaptable work style within office and non-traditional/unstructured work environments
- Effective use of technology including Office 365 products.
- Familiarity with Durham's resources and supportive services a plus.
- Valid NC Driver License and car insurance and willingness to travel in the community

Salary Range: \$41,000 to \$45,000To apply: Submit one document that includes your cover letter and resume via email to:

Tamaira Johnson
HR Manager
Housing for New Hope
jobs@housingfornewhope.org

Application review will begin immediately and continue until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit, and business needs.

Updated August 2021