



Position SOAR Case Manager

Classification Non-Exempt

Reports To Director of Outreach

Department Outreach

Salary Range 49,000-53,000

ABOUT MIRIAM'S KITCHEN

Miriam's Kitchen works to end chronic homelessness in Washington, DC. We advocate for permanent supportive housing as a long-term solution, while meeting short-term needs by providing healthy meals and high-quality social services to individuals who are chronically homeless.

ABOUT THE POSITION

The SOAR Specialist will partner with unsheltered individuals to complete SSI / SSDI applications using the SOAR process (SSI /SSDI Outreach, Access and Recovery). Acting as the personal representative for individuals or family members living in Washington, DC, without benefits who are currently experiencing unsheltered homelessness. The SOAR Specialist will complete and document eligibility screening, write biopsychosocial, collect medical records, attend appointments, complete Medical Summary Reports, track caseload, and coordinate closely with the Social Security Administration and Disability Determination Services to complete and expedite each application.

DUTIES AND RESPONSIBILITIES

- Become SOAR certified by completing and passing the SOAR online course, attend the next available in-person refresher training, and report pending cases and case decisions in the Online Application Tracking (OAT) system.
- Identify eligible SOAR clients through partnership with homeless services system including but not limited to shelters, outreach teams, supported housing providers, hospitals, DC DOC, DHS, DBH, and receive referrals from the SOAR Network
- Maintain a caseload of at 10-15 individuals who need disability benefits, applying for a pre-determined number of individuals per year.
- Act as the personal representative for clients and maintain open communication with representatives from the Social Security Administration and Disability Determination Services.
- Collect medical records, write Medical Summary Reports, and complete all necessary paperwork to support SSI / SSDI applications, ideally within 30 days of claim transfer from SSA to DDS
- Attend appointments at the Social Security Administration and doctor's offices as necessary.
- Provide SOAR services in any setting necessary, including streets, shelters, hospitals, jails, offices, and encampments.
- Collaborate with program manager to ensure that clients receive referrals to medical, mental health and substance abuse services as needed.
- Build rapport and utilize motivational interviewing strategies to support vulnerable people with applying for disability benefits.
- Attend SOAR and Department of Human Services (as applicable) trainings.
- Other duties as assigned.

QUALIFICATIONS

Knowledge, Skills, and Abilities

- Familiarity with the homeless services and housing landscape in Washington, DC.
- Knowledge, experience, and ability to connect with individuals experiencing mental health issues and/or substance use.
- Knowledge of SSI/SSDI process as well as other benefits (i.e. SNAP, IDA etc.)
- Strong interest in and commitment to ending chronic homelessness in DC.
- Strong communication skills and sense of boundaries.
- Strong writing skills; experience writing extensive reports
- Ability to use multiple system for data entry such as OAT, HMIS, ETO etc.
- Flexibility, openness, and comfort working in a fast-paced environment with a diverse population of clients with a variety of backgrounds and lived experiences.
- Able to lift and/or carry up to 20 lbs.
- Able to handle physically demanding work – to include but not limited to standing and/or walking up to 5 hours per day in all types of weather.
- Able to navigate DC via public transportation, car, and on foot.
- Able to work in a variety of settings, including streets, shelters, hospitals, jails, and encampments.
- Able to conduct street outreach in all weather conditions.

Experience

- 2 years of experience working in services for homelessness, mental health, substance use, HIV/AIDS, and/or case management for vulnerable populations.
- Bachelor's degree, licensure in a relevant discipline, and/or equivalent experience/training (Certified Addictions Specialist, Peer Certification, etc.).
- SOAR Certification or Experience working with SSI/SSDI application process preferred.

Benefits

Miriam's Kitchen is proud to offer comprehensive benefits that support the continued health and wellbeing of our team including: 100% employer-paid medical, dental, and vision insurance; generous medical coverage for dependents; 100% employer-paid short-term disability, long term disability, and life insurance; employer retirement contributions; generous annual paid leave, and annual professional development funds for all full and part-time team members.

To Apply: Please submit your resume and cover letter to jobs4@miriamskitchen.org with "SOAR CASE MANAGER" in the subject line.

Miriam's Kitchen values diversity in thought and experience and is committed to assembling a diverse workplace. People of color, people with lived experience in the issues MK works on, veterans, and LGBTQIA persons are strongly encouraged to apply.