



**SSVF (Supportive Services for Veteran Families)
Income/Benefits Specialist Case Manager**

Salary: \$65k

Benefits: We provide a competitive benefits package

Full Time

About Village for Vets:

Village for Vets fills critical gaps in services for homeless and at-risk veterans in greater Los Angeles on their journey to independence. Through programs providing meals, emergency grants, support for basic needs, social support, and links to additional services, Village for Vets helps ensure Los Angeles' homeless and at-risk veterans don't fall through the cracks.

Summary:

Village for Vets is seeking qualified candidates to join our SSVF (Supportive Services for Veteran Families) Program in Los Angeles as an Income/Benefits Specialist. SSVF is a program that serves Veterans and their families experiencing homelessness or at-risk of homelessness. As part of the SSVF team, the Income/Benefits Specialist will be a part of a collaborative process to ensuring participant's long-term housing stability by assisting participants to increase their income. The Income/Benefits Specialist partners with other providers assisting with employment opportunities and for those Veterans unable to work the Income/Benefits Specialist will assist with obtaining VA benefits and/or SSI/SSDI benefits. The Income/Benefits Specialist will work in close collaboration with the SSVF case managers.

Responsibilities:

- Provide field-based and mobile benefit advocacy services including assessment, support with gathering of documentation and application submission, client advocacy, and referrals and follow-up with legal providers as appropriate
- Provide strengths-based service coordination to assist clients with obtaining and maintaining mainstream benefits such as SSI, SSDI, and VA benefits.
- Obtain and Maintain SOAR certification.
- For SOAR cases: Serves as the Appointed Representative throughout the application process. Collects all medical records for treatment received in previous years. Write a comprehensive Medical Summary Report that highlights the applicant's function impairment throughout the document of his or her personal, medical, and work history. Completes applications per SOAR process and enters into SOAR system to track applications. Tracks applications and outcomes including approvals/denials and length of time to decision from application submission to receipt of SSA's decision. Will work with in-house or outside legal services as needed.
- Working with clients' previous care providers to obtain information and build comprehensive benefits applications.
- Assist Veteran with financial literacy, including budgeting, money management and savings
- Refer participants to appropriate education, training and employment resources. Determine eligibility for federal/state employment & training programs.
- Case coordinate with Case Manager and community service providers to support participant success.
- Maintain a collaborative relationship with the VA and COC providers to gain knowledge of housing vacancies that may be available to the Veterans we serve.
- Performs data entry into the Homeless Management Information System (HMIS).
- Adhere to laws regarding confidentiality and reporting requirements.
- Other duties as assigned.

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Village for Vets is tax-exempt under section 501(c)(3) of the Internal Revenue Code

Essential Functions:

- Demonstrate knowledge of or experience with evidence-based case management techniques including critical time intervention, housing first, harm reduction strategies, non-violent crisis intervention techniques and motivational interviewing.
- Possess a high level of tolerance and understanding for individuals with urgent and multiple case management and health needs.
- Completes SSDI/SSI Outreach, Access and Recovery (SOAR) training and obtains certification within 45 days of hire and maintains knowledge of best practices.
- Be willing to work evening hours.
- Capable of working well independently or within a team
- Able to exercise mature judgement, and are highly motivated
- Excellent verbal and written communications skills
- Able to prioritize and coordinate multiple demands in a high-pressure environment
- Veterans or persons with live experienced strongly considered

Minimum Qualifications

- Bachelor’s Degree in social services or related field
- Minimum 1 year experience working in homeless services, mental health substance use and co-occurring disorders, or with vulnerable populations
- SOAR (SSI/SSDI Outreach, Access and Recovery) certification is required. Training and certification are coordinated through the agency.
- Experience working with unhoused and/or Veterans preferred.
- Proficient in Microsoft Office, Excel and affiliated programs
- Have employment eligibility verification
- Provide proof of full COVID-19 vaccination
- Have reliable transportation and:
- Have a valid driver’s license
- Proof of registration and insurance

EQUAL OPPORTUNITY EMPLOYER: Village for Vets is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, religious creed, national origin, ancestry, citizenship, physical or mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, veteran and/or military status, protected medical leaves, domestic violence victim status, political affiliation, and any other status protected by state or federal law.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I can perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed