

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization, is seeking an **SOAR Processor** to join its team in the Jacksonville Area.

The SOAR (Social Security Outreach, Access and Recovery) Processor will provide assistance with the application process for Social Security (SSI) and Social Security Disability (SSDI) benefits to ensure successful outcomes. The SOAR Processors will work with individuals who are homeless or at risk of homelessness and have a mental illness and/or a co-occurring substance use disorder.

Some of the responsibilities of the position include but are not limited to:

- Provides outreach to referral sources to identify individuals who need assistance with the disability application process.
- Provides assistance with the application process for SSI/SSDI benefits and ongoing monitoring of the application throughout the process.
- In collaboration with the individual, initiates the initial documentation to the Social Security Administration (SSA) to open a disability claim.
- Completes interviews with the individual to learn as much about them as possible and gather the supporting documentation needed to complete the SSI/SSDI application.
- Gathers any needed medical records or other information necessary to support the disability application.
- Accompanies the individual to appointments with the Social Security Administration.
- Facilitates necessary appointments to medical doctors, psychiatrists, or other specialists to obtain evidence to support the disability application.
- Coordinates services with the assigned case manager and provides direct service to the individual or family when needed as it relates to the disability application.
- Advocates for individuals served to ensure acquisition of necessary social services to include activities of daily living, including medical, dental, legal, housing, and entitlements and monitors and evaluates the effectiveness of the service and the individual's satisfaction.
- Monitors and documents an individual's progress or lack of progress upon each visit and where necessary, provides written updates on the individual's condition to SSA.
- Ensures records are maintained according to Center policies and procedures and in accordance with all requirements.
- Maintains current and comprehensive information related to the SSI/SSDI application in each record.
- Maintains all records required for the completion of the SOAR monthly report.
- Completes the monthly SOAR report within scheduled time periods.
- Reports data and outcomes to the Regional SOAR Team Leader and SOAR Technical Assistance Center using the Online Application Tracking (OAT) system.

Position Requirements:

In order to be considered, candidates must have a Bachelor's degree from an accredited university or college with a major in counseling, social work, psychology, criminal justice or a related Human Services field (a related Human Services field is one in which 30 hours of course work includes the study of human behavior and development) **and** 1 year of experience working in the social services field required.

Experience working with individuals with severe and persistent mental illness preferred.

Completion of online SOAR Stepping Stones to Recovery training to receive certification as a SOAR Processor within thirty days of employment required.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including individuals served, families, caregivers, community service providers, supervisory staff and other department professionals.

Requires one-to-one and small group interaction with persons who may have a mental illness in their home environment, a closed office, homeless environment, hospital or locked unit.

Proficiency in Microsoft Office, Outlook and use of the Internet are required.

SOAR Processors use their personal vehicles daily to provide services, which may include transporting individuals served. SOAR Processors are considered frequent drivers and must comply with the MHRC vehicle driver requirements.

Frequent drivers must have a valid driver's license and no more than 8 points on their license for any combination of violations. The State of Florida designates RBHS as unable to be the primary automobile insurance provider for frequent drivers, but may provide secondary coverage.

For the safety of frequent drivers, they must provide evidence of automobile liability insurance coverage equal to or exceeding \$200,000 combined single limits or \$50,000/\$100,000/\$50,000 limits.

Position Details:

This position is a Full Time Days position: Monday through Friday.

This full time position offers a comprehensive benefits package.