

<b>JOB TITLE:</b> BENEFITS AND ENTITLEMENT SPECIALIST	<b>SOC CODE:</b>	<b>FLSA CLASSIFICATION:</b> NON-EXEMPT
<b>OFFICE LOCATION:</b> JUNEAU	<b>REPORTS TO:</b> LEGAL DIRECTOR	
<b>STATUS:</b> FULL TIME, TEMPORARY		
<b>NORMAL WORK HOURS AND DAYS:</b> REGULAR OFFICE HOURS ARE 8:00 AM TO 4:30 PM MONDAY THROUGH FRIDAY.		
<b>APPROVED BY:</b>		<b>DATE:</b> 09/14/2023

Under the general direction of the Legal Director, responsible for assisting Juneau residents with disabilities who are homeless or at risk for homelessness with applying for Social Security Benefits. Coordinates and conducts application assistance at locations in Juneau. Assists with advocacy activities of the agency and assists in maintaining a positive office environment for staff and clients of the Disability Law Center.

**ESSENTIAL AND RELATED FUNCTION STATEMENTS**--Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

- ❑ Work with the referral sources and community partners to identify candidates through team meetings, outreach, and referrals;
- ❑ Explain the SSI and SSDI programs to clients and community partners;
- ❑ Complete interviews with clients to gather information necessary to complete SSI/SSDI applications;
- ❑ Submit and track SSI/SSDI applications on behalf of clients by filing initial documentation of agency representation with the Social Security Administration office;
- ❑ Obtain and submit medical records and other relevant information to support SSI/SSDI applications;
- ❑ Obtain and submit client functional limitations and work history reports, and coordinate with the Disability Determination Services to secure any missing information;
- ❑ Analyze medical records under the Social Security Administration's rules for benefits eligibility;

- ❑ Accompany clients to appointments at the Social Security Administration if necessary to apply for SSI/SSDI benefits;
- ❑ Facilitate visits to medical doctors, psychiatrists, and other specialists to obtain evidence in support of benefits eligibility;
- ❑ Maintain accurate client records and timely update case notes as required;
- ❑ Track client applications and outcomes;
- ❑ Develop and deliver trainings to community partners concerning SSI/SSDI benefit programs, including eligibility criteria;
- ❑ Establish and maintain contacts with government agencies and community-based providers as resources for clients; and,
- ❑ Prepare regular reports on key data points.

**Marginal Functions:**

- ❑ Other duties as assigned.

**Supervisory Responsibilities:**

This position has no supervisory responsibilities.

**Education and/or Experience:**

*Minimum:*

- High school diploma or its equivalent with two years applicable experience;
- Evidence of ongoing training and education in related areas, such as mental illness, substance abuse, and/or homelessness; and,

*Preferred:*

- SOAR training

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential function and preferably can also perform other tasks satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

**Skills, Knowledge and Abilities**

- Ability to maintain client and staff confidentiality;
- Superior organizational skills and attention to detail;
- Ability to prioritize tasks quickly and manage conflicting deadlines;
- Ability to effectively communicate orally and in writing with staff and the public, including business writing, good grammar and accurate spelling;

- Computer, internet, and fax experience and proficiency in MS Office applications (Word);
- Excellent interpersonal and communication skills;
- Experience engaging with a diverse population and ability to respond appropriately to crisis situations;
- Possess an interest in social justice and doing advocacy work for underserved populations;
- Have the ability to analyze extensive data;
- cursory knowledge of medical and psychiatric terminology and ability to write using same;
- Ability to maintain professional boundaries and engagement skills with a challenging population;
- Experience with providing outreach and successful engagement to a diverse and underserved population, includes working with clients, developing trust and conducting interviews in non-traditional settings and unstructured environments

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to remain in a stationary position 50% of the time and to occasionally move about inside the office to access file cabinets, office machinery, etc. The employee is rarely required to stoop, kneel, crouch, or crawl.
- Computer/keyboard and telephone skills are a frequent function.
- The employee in this position frequently communicates with the public, clients, and coworkers and must be able to exchange accurate information in these situations.
- The employee may occasionally lift and/or move up to 10 pounds, rarely lift and/or move up to 25 pounds and is never required to lift and/or move up to 50 pounds.

**Environmental Conditions:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed in a climate controlled administrative office environment with moderate noise level.

**ADA:**

The employer will make reasonable accommodations in compliance with the Americans with Disabilities Amendments Act of 2008.

**OSH Act:**

The Benefits and Entitlements Specialist is not to handle any human body fluids, biological agents, laboratory chemicals, or be exposed to hazardous materials such as noise, asbestos, or carcinogens.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.