REDWOOD COMMUNITY ACTION AGENCY

**Community Services Division**

**(Adult & Family Services-SSI/SSDI Outreach, Access, and Recovery)**

**JOB ANNOUNCEMENT**

**JOB TITLE:** SOAR CASE WORKER II

**STATUS:** Part-time 20 hours per week

**PAY RATE:** $23.00 hour

**AVAILABLE:** IMMEDIATELY

**DEADLINE:** Open until filled; interviews will take place as qualified applicants are received. Not all applicants will be selected for interview. Only candidates selected for interviews will be contacted regarding their status.

**APPLICATION PROCESS: Required** employment applications and instructions for submitting your application materials are available at [www.rcaa.org](http://www.rcaa.org). A cover letter and resume with your application are highly recommended.

**NOTE TO APPLICANT**

* RCAA is an **“Essential Business”** that continues to operate during unexpected events, such as: earthquake, natural disaster, or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while observing safety precautions.
* This position is considered a “safety-sensitive” job and will be subject to RCAA’s “Substance Abuse” policy.
* This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.

**POSITION PURPOSE**

Under the general supervision of the Division Director, and the direct supervision by the assigned management staff or their designee. 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 Case Worker II will provide: technical case management services, client advocacy, assess client’s eligibility for disability benefits, and completing quality disability applications with clients for their Disability benefits through the Social Security Administration.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks

* Complete the mandatory SOAR trainings through SAMHSA and other identified agencies.
* Confer with other staff, program leaders and the SOAR workgroups and representatives from the SOAR workgroups and identified SOAR trainers and representatives that support SOAR Case Workers nationally.
* Provide culturally sensitive and person-centered services through a trauma-informed practice lens.
* Obtain interpreters, adaptive equipment, reading/writing aids to support each client with participating at their fullest potential with the completion of their quality disability application to the SSA.
* Maintains updated case notes; maintain resident’s records in compliance with programmatic, state and federal standards.
* Work with referral sources and providers to create a multidisciplinary approach to completing a thorough, accurate, complete and quality disability benefits application to the Social Security Administration
* Complete interviews with individuals and providers to gather information to complete quality SSI/SSDI applications.
* Gather medical records, other documentation and information to complete quality SSI/SSDI applications.
* Write SOAR Medical Summary Reports for individual quality applications to the Social Security Administration
* Accompany individuals to appointments and meetings at the Social Security Administration
* Coordinate visits and appointments, and provide transportation assistance as necessary to medical doctors, psychiatrists, and other specialists to obtain evidence for the application.
* Complete work activity reporting as required, and in compliance with all California laws and funding source standards and regulations.
* Represent the Division at various team community meetings.
* Expand community knowledge of the division’s programs and services through collaboration with other service providers.
* Attend in-service training as required.
* Provide for all clients’ safety.
* Other duties as assigned or necessary.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Cursory knowledge of medical and psychiatric terminology and ability to write using same
* Experience with providing outreach and successful engagement to a diverse population, includes working with clients, developing trust, and conducting interviews in non-traditional settings and unstructured environments.
* Social work and mental health models of intervention; crisis intervention, family and ecological systems, and counseling theories/approaches
* Local community resources and California laws pertaining to youth, families, and individuals.
* Staff development and community building
* Issues of homelessness, trauma, addiction, mental health, treatment and recovery
* Experience with humans that are surviving with physical, mental, emotional and developmental disabilities.
* Motivational interviewing techniques
* Basic networked computer skills; including, Microsoft office word, excel, and outlook.
* Experience with online application processes and HIPAA related to exchange of protected information.

Ability to:

* Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
* Demonstrate good organizational skillsand manage multiple tasks in an efficient manner.
* Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work.
* Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
* Work with culturally diverse individuals, transitional age youth, and families, with the ability to be culturally sensitive and appropriate.
* Maintain a professional, confidential work environment.
* Establish and maintain personal and programmatic boundaries while providing support services.
* Work effectively under pressure.
* Develop comprehensive assessments and develop clearly defined casework objectives to ensure the quality completion of established SOAR goals.
* Conduct self in a professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA’s Personnel Policies and Procedures Handbook and the Employee Code of Conduct
* Work flexible hours, which may include evenings, weekends, and holidays, and arriving at work as scheduled and prepared.
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
* Must have means and capacity to perform job related work with personal vehicle, as may be required, and must have proof of current automobile insurance.
* Possession of valid California’s Driver’s License with acceptable DMV driving record.
* Submit to background clearance and/or fingerprinting with acceptable results.
* Valid First Aid and CPR certification or willingness/ability to be certified, if required.
* Proof of current (within 1 year) negative TB test, or willingness to obtain one, if required.
* Proof of required education (i.e. AA, BA, MSW, etc.)
* Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages.

**SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR CSD CASE WORKER II – AFS-SOAR**. This position serves under the direction of the CSD Division Director, or their designee.

The Case Worker II will provide: technical case management services, client advocacy, exchange and obtain pertinent medical and wellness documentation and information from various providers in the United States and abroad, assess client’s eligibility for disability benefits, complete accurate, quality, and thorough disability applications with clients for their Disability benefits through the Social Security Administration.

**Specific Tasks:**

* Conduct intake and assessment activities with each client; identify disability eligibility and current health and wellness needs.
* Assess each referred client for eligibility and develop SOAR goals for a timely and quality disability application to the Social Security Administration
* Monitor and evaluate achievement of SOAR goals and progress of application status.
* Case conference with referring agency personnel, other significant individuals and work cooperatively with other service providers.
* Complete work activity reporting as required, and in compliance with all California and national laws and funding source standards and regulations.
* Represent the Division at various team community meetings.
* Expand community knowledge of the division’s programs and services through collaboration with other service providers.
* Attend in-service trainings as required.
* Maintain case notes, records and program compliance.
* Reports to the Division Director or Program Manager any deficiencies in supportive services operations

**MINIMUM QUALIFICATIONS**

* Bachelor of Arts in social work, psychology or related field (equivalent experience may be substituted for education on a year-for-year basis)
* Two (2) years of experience working with individuals, youth, and/or families in a residential or community based setting, or social service program serving people that have lived experience with homelessness, mental illness, complex and intergenerational traumas, disabilities, and/or Substance Use Disorder.

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively.
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form.
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment.
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position.
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

***AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER***