

SSI/SSDI Outreach, Access and Recovery (SOAR) Navigator

GENERAL DEFINITION OF WORK:

This position primarily supports individuals with disabilities in applying for SSI and SSDI. In addition, the SOAR Navigator may assist individuals with accessing services and making informed choices about long-term supports. The SOAR Navigator utilizes the Science of Hope and person-centered planning to ensure that individuals are connected to appropriate resources and empowered in planning their own paths forward. Work includes in-person, online, and telephonic system navigation.

ESSENTIAL FUNCTIONS:

- Deliver person-centered services, including interviews, eligibility screenings, and support planning.
- Obtain information and complete paperwork necessary to submit complete and quality SSI/SSDI applications.
- Utilize the SOAR Prioritization Screening form to determine priority needs individuals.
- Establish and maintain collaborative relationships with Social Security, medical providers, service providers, and other partners.
- Provide current information and assistance on available community opportunities and services.
- Determine initial and ongoing eligibility, maintaining records and making referrals as needed.
- Support clients in accessing identified services to maximize self-determination.
- Assist in applying for local, state, or federal benefits for clients and families.
- Advocate for clients.
- Participate in HCBS System Navigation and Medicaid Administrative Claiming activities.
- Attend meetings, trainings, and conferences relevant to disability services and SOAR.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of:
 - SOAR Program and Priority Screening form.
 - Federal and state assistance programs that support individuals with disabilities.
 - System navigation and eligibility requirements for LTSS and HCBS programs.

- Ability to:
 - Demonstrate flexibility and adaptability in a fast-paced environment.
 - Communicate clearly and effectively, both verbally and in writing.
 - Solve problems and think critically in support of client needs.
 - Work independently and as part of a team.
 - Follow oral and written instructions and resolve conflicts.
 - Use relevant technology and maintain computer literacy.

EDUCATION AND EXPERIENCE:

Bachelor's degree with at least 30 semester hours in a human services field (e.g., psychology, social work, counseling, education, nursing) and one year of experience delivering services to individuals with disabilities. Must possess a valid driver's license, reliable transportation, and adequate liability insurance.

WORK ENVIRONMENT:

This role may involve a mentally stressful environment but poses minimal risk of physical injury. Regular work hours are Monday through Friday between the hours of 8:00 a.m. to 4:30 p.m., with flexibility as needed. Travel is required. The position may require prolonged sitting or driving and light to moderate physical activity.

DISCLAIMER:

This job description does not list all duties. Employees are expected to follow additional instructions and perform other job-related duties as required. Reasonable accommodations will be provided in accordance with the Americans with Disabilities Act. Eastern Iowa Disability Alliance is an Equal Opportunity Employer.