

TITLE: SSI OUTREACH SPECIALIST

SUMMARY: Under the supervision of the SSI Program Director, the Outreach Specialist is responsible for assisting consumers in applying for SSI/SSDI benefits, for maintaining accurate program and statistical information.

REPORTING RELATIONSHIPS: This position reports to the SSI Outreach Program Director.

STATUS: Part-time, Non-Exempt

RESPONSIBILITIES:

1. Assist multi-cultural, mentally ill consumers who are unable to work due to mental illness in applying for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI).
2. Learn and understand Social Security eligibility and disability requirements, and “manage caseload” of disability cases.
3. Gather and compile records, review and identify discrepancies, problem-solver, and gather further evidence as needed.
4. Conduct interviews to find out about client disability, functional limitations, medical history, work history and how illness affects employability.
5. Assist client and often family with completing Social Security (SSA) questionnaires: ie: Adult Function Report, Third Party Questionnaire, Medical History, Work History (construct accurate work history to support claim), and additional forms requested by SSA (i.e., proof of citizenship, financial documents, etc.).
6. Collaborate with applicant’s family, doctors, care coordinators, hospitals, clinics, Social Security Administration, and other government agencies.
7. Occasionally drive to meet claimants at various clinics, hospitals, etc.
8. Assist in coordinating a representative payee as needed.
9. Prepare consumer for approval: advise consumer reporting requirements and linkage to community resources to maintain benefits (avoid overpayment, cutoffs and losing benefits).
10. Assist client at approval: document updates, appointments, assist client to understand SSI/SSDI amounts, sources, conversion from SSI to SSDI, and ensuring client is in pay.
11. Assist at the Appeal “Reconsideration” level if claim is denied.
12. Provide support, encouragement, and case management services as needed.
13. Attend program and agency staff meetings as required.
14. Perform other duties as assigned or required.

QUALIFICATIONS:

1. A bachelor’s degree in social/human services, sociology, or other behavioral science OR two years of progressively responsible social work experience in a public or private social services agency, OR comparable knowledge and experience with major mental illness
2. Compassion and patience to work with mentally ill clients
3. Understanding and sensitivity to work with multicultural clients and their families
1. Proficient communication skills (written and verbal)
4. Proficient computer skills: Word and internet
5. Excellent organization, follow-up, and critical thinking skills
6. Ability to interact with doctors, social workers, hospitals, clinics, Social Security Administration, INS, and other government agencies to gather records as needed.
7. Possession of a valid driver’s license and a driving record acceptable to MHA standard, and willing to drive to various locations in Orange County (occasional).

8. COVID-19 vaccination and booster are preferred.

PHYSICAL DEMANDS:

1. Sit in a stationary position at least 90% of the time.
2. Frequently move about the office to access file cabinets, office machinery, etc.
3. Ability to operate a computer and other office productivity machines, such as a multi-line phone system, calculator, copy machine, fax machine, scanner, and computer printer.
4. Must have the physical dexterity to type at a minimum of 40 WPM.
5. Ability to lift up to 20 lbs.
6. Communicate daily with consumers, staff and outside resources that have inquiries; must be able to exchange accurate information in these situations.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified job applicants to apply for open positions regardless of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression, or any other legally protected status.