



JOB DESCRIPTION

Title: Benefits Specialist

Reports to: Wellness Program Manager

Department: Wellness

FLSA Status: Non-Exempt

GENERAL SUMMARY:

Identify and initiate appropriate services for adults and families enrolled in the various HEP Housing programs based on need and eligibility.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Meet with each HEP client upon intake to identify and link each client to services needed
- Seek client eligibility for food stamps, Pinellas County health insurance, transportation assistance, Social Security, Medicare, Medicaid, VA benefits, FL driver's license/I.D., birth certificate, housing assistance along with all other eligible community resource services
- Maintain current SOAR certification and complete SOAR applications on behalf of the residents seeking services at HEP
- Set appointments for follow up if necessary and ensure clients attend all initial appointments scheduled to obtain all eligible services
- Communicate with navigator and case managers by placing client service intake sheet in drop box daily and call/email case managers relating to time sensitive issues regarding appointments, etc
- Effectively communicate to navigator and case management staff the services needed for each client along with services provided ensuring appropriate continuity of case manager care.
- Document all client interactions/ services provided in HEP express daily
- Possess clear understanding, access and implementation of all service delivery systems in the community effectively linking clients based on need and eligibility
- Perform other duties as required for the department assigned by the Director of Wellness

EDUCATION, KNOWLEDGE, AND SKILLS:

- Associates Degree in Human Services or related field preferred
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups
- One-year experience working with adults or families who have substance abuse, mental health and/or physical disabilities
- Knowledge of resources available to the homeless population
- SOAR Certification
- Excellent Microsoft Office Suite Skills (with heavy emphasis on Excel and spreadsheets)
- Have basic knowledge of severe and persistent mental illness and substance abuse
- Strong oral and written communications and interpersonal skills
- Strong organizational, time management, and data management skills
- Proven ability to work effectively both individually and as part of a team
- Ability to multi-task and problem solve under pressure
- Displaying positive customer service to difficult populations

PHYSICAL DEMANDS AND WORKING CONDITIONS:

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Sitting, standing, walking, bending, reaching, stooping, occasional climbing and ability to lift up to 35 pounds with ease



- Walking and standing on uneven surfaces while on campus

The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

Employee Signature

Date