



### JOB DESCRIPTION

<b>TITLE: SOAR CASE MANAGER</b>	<b>LOCATION: KRL-HUD</b>
<b>REPORTS TO: DIRECTOR OF UNSHELTERED SERVICES</b>	<b>EMPLOYMENT STATUS: FULL TIME, EXEMPT</b>

#### **MISSION**

The mission of SA Hope Center is to love people well by empowering them to meet their own needs through wrap-around case management and wrap-around social services.

#### **VISION**

End generational poverty.

#### **SA HOPE CENTER OVERVIEW**

Founded in 2001, the SA Hope Center (SAHC) is a faith-based organization that provides compassionate help for families and individuals experiencing poverty, hunger, joblessness, and many other crisis situations. We equip our participants with skills in a relational, empowering, spiritual, and supportive environment with the goal of breaking the cycle of poverty in a holistic way.

The SA Hope Center has a special culture that is deeply rooted in our mission and faith. Our team encourages and provides deep, core values-based work and spiritual growth of team members. Our team is community and client-focused, fast-paced, professional, compassionate, growth-oriented, and innovative. We are committed to high performance standards and best practices so we can focus on mission fulfillment.

#### **BENEFITS**

We are a small organization with an investment in our employees. SA Hope provides:

- Health, Dental, and Vision Insurance
- Retirement
- Paid PTO
- 17 Paid Holidays
- Quarterly Paid Wellness Health Days

#### **SALARY RANGE**

Bachelor Level \$39,000-\$45,000 (pending on experience)

#### **POSITION SUMMARY**

The SOAR Case Manager is a vital SAHC team member who 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. This position must meet individuals where they are at including under bridges, abandoned houses, etc. The SOAR Case Manager will establish and promote the culture and vision of SA Hope Center’s core values of relationship, compassion, integrity, and diversity.

#### **POSITION INFORMATION**

This position is federally funded through the U.S. Department of Housing and Urban Development (HUD) beginning January 1, 2024 – December 31, 2026. Funding from HUD is not guaranteed; therefore, the position is not guaranteed after December 31, 2026.

## **ESSENTIAL RESPONSIBILITIES**

- Work with referral sources and community partners to identify applicants through team meetings, outreach, and referrals
- Complete interviews with individuals to gather information to complete SSI/SSDI applications.
- Gather medical records and other information to complete SSI/SSDI applications.
- Write SOAR Medical Summary Reports for individual applications.
- Accompany individuals to appointments at the Social Security Administration.
- Coordinate visits to medical doctors, psychiatrists, and other specialists to obtain evidence for the application.
- Coordinate case management services with partners and help with providing case management services to individuals when needed.
- Input accurate and complete data for all contacts with participants into the HMIS and Apricot database, including service plans, self-sufficiency matrix, case notes, etc.; as needed.
- Attend trainings and certifications as required by SACH and the State of Texas.
- Regular and reliable attendance is an essential job function.
- Perform other duties as assigned.

## **EDUCATION**

- **Required Education:** Bachelor's Degree in Social Work or related field

## **EXPERIENCE**

- Must be bilingual in English and Spanish
- Must have at a minimum 1 year experience working directly with individuals experiencing homelessness who have a serious mental health illness and/or occurring substance use disorder
- Must have evidence of ongoing training and education in related areas such as mental illness, substance abuse, and/or homelessness
- Must have a valid state driver's license with a clean driving record
- SOAR training a plus but will settle for familiarity with Social Security Administration's Listing of Impairments

## **ABILITIES**

- Ability to work in nontraditional settings and unstructured environments
- Strong interpersonal organizational skills and detail oriented
- Ability to prioritize multiple tasks and meet frequent deadlines
- Build relationships and work cohesively as a team
- Problem-solve, remain composed and effective in stressful situations
- Ability to adapt quickly and learn how to apply new methods and tools
- Work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate
- Maintain high standards of confidentiality
- Motive others to achieve goals
- Proficient with data management, information systems and have basic knowledge of Excel, PowerPoint, and Google Drive
- Good writing skills and the ability to analyze extensive data and create written reports with accuracy and concision
- Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions
- Ability to set work priorities and evaluate and create solutions to work-related problems

## **CHARACTERISTICS**

- Hungry, humble, and smart- as defined by P. Lencioni in The Ideal Team Player
- Strong personal integrity
- Positive and transformative leadership
- Firm grasp and complete embrace of ministry vision and mission

## **PHYSICAL DEMANDS**

- Physical requirements include occasional lifting/carrying of 40 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment
- Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions.
- Working conditions are primarily inside an office environment or field environment but must be able adjust to the environment of the target population including making visits to encampments, shelters, and personal living environments when needed
- Travel for the purpose of meeting with clients, training, collaborating with stakeholders, or off-site personnel/management

**If interested in applying, please submit your Cover Letter and Resume via email to:**

Rita Sandoval, Chief Operating Officer  
[rsandoval@sahopecenter.org](mailto:rsandoval@sahopecenter.org)

**No phone calls will be taken.** If you have questions, please email.

SA Hope Center is an Equal Opportunity Employer