



**TITLE:** Benefits Specialist

**DEPARTMENT:** Behavioral Health Services – Advocates for the Disabled

**JOB DESCRIPTION:**

Responsible for assisting individuals in the development of their disability claims.

**QUALIFICATIONS AND EXPERIENCE**

1. Bachelor's degree in social sciences.
2. Satisfactory work record as determined by Human Resources Department.
3. Ability to work with individuals with developmental disabilities, behavioral health issues and substance abuse disorders.
4. Ability to work with people under stressful conditions.
5. Ability to obtain fingerprint clearance and meet agency personnel requirements
6. Successfully complete a pre-employment drug screening.

**ORGANIZATIONAL RELATIONSHIP**

1. Directly accountable to Casework Supervisor.
2. Participate with the applicable program staff, interdepartmentally and intradepartmentally, and interface with families, Marc Center leadership, community resources, and provider/professional groups as assigned.

**ESSENTIAL FUNCTIONS:**

Demonstrate excellent oral, written and electronic communication. Ensure the coordination of information and confidentiality of communications within the agency.

As applicable, demonstrate and maintain professional and productive working relationships with: funding sources, individuals receiving services, families utilizing or inquiring about services, co-workers and the community.

Monitor and ensure the provision of quality services.

Monitor and ensure the maintenance of applicable departmental operations to achieve compliance with: applicable accreditation, licensing/regulatory standards, agency procedures, contract requirements, and Federal/State/Local regulations.

Adhere to current training/certification requirements. Demonstrate awareness of and adherence to agency policy and procedures to ensure compliance with HIPAA requirements.

Ensure and provide services that are: person centered, incorporate the persons active treatment goals, developmentally/age appropriate, culturally sensitive, show respect, preserve dignity and meets the unique needs of adults who have developmental disabilities, mental health or substance abuse disorders.

Assist the individual in accessing community services/resources.

Complete all intake documents, including face sheet and Title II forms. Obtain medical releases for medical records and client's written consent to work with the agency. Complete the following:

- Explain agency procedures and responsibilities and present file for completion of intake records.
- Develop comprehensive work and social history on each client. Develop comprehensive work and social history on each client.
- Develop the casework plan for achieving the goal of utilizing resources, specialized services and professional referrals related to the disability development with the Casework Supervisor.
- Carry ongoing responsibility for service to clients directly assigned for intake.
- Maintain appropriate progress notes in client file in accordance with agency format (moving from paper file to electronic file), expectations and keep daily logs in the PIKA system of services provided to meet agency contracts.
- Ensure supervisory review of client file and as needed.

Assist with resource development and referrals for social service needs not specifically related to the disability claim (including housing referrals, utility assistance, food needs, clothing, etc.)

Make home visits to facilitate the provision of services to persons whose transportation needs, competency, or special circumstances impede the provision of services otherwise.

Schedule exit interviews with clients, reviewing benefits received and/or develop future plans with clients and complete closure information and documents.

Must have ability to research, comprehend and communicate effectively Social Security program regulations.

Must have ability to evaluate and analyze financial data and demonstrate a positive attitude about work.

Perform any other job related tasks assigned by the Casework Supervisor.

Attend meetings and actively participate in internal and external committees, and assist in the facilitation of regularly scheduled staff meetings.

Demonstrate excellent work habits through attendance, punctuality and completion of work assignments.

Ensure that agency procedures, licensing and accreditation standards related to health and safety are maintained. Ensure that agency procedures, licensing and accreditation standards related to health and safety are maintained.

Observe for, and immediately respond to, any reported health and safety concerns or violations. As necessary, complete, process and report incident/accident reports accurately and in a timely manner.

Maintain professional boundaries.

Demonstrate knowledge of available public and private resources and information on mental illness.

Demonstrate ability to balance business considerations with service delivery intent.

Demonstrate ability to administer a division of a private non-profit service organization, including an understanding of the legal responsibilities, financial and risk management and constraints of such organizations.

Demonstrate negotiating and presentation skills, as well as public relations and marketing skills.

Demonstrate conflict resolution and mediation skills.

Demonstrate ability to maintain individual licensure requirements.

Demonstrate excellent work habits to include, but not limited to the following: time management, initiative, productivity, role modeling, leadership, organizational skills, and multitasking.

Demonstrate superior interpersonal skills in the following areas: tactfulness, maturity, flexibility, resourcefulness, professionalism, diplomacy, reasoning, and decisiveness.

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Employee Signature

Date

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Signature/Title

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Date