

JOB ANNOUNCEMENT

Position: Benefits Specialist

Reports to: Program Manager

Salary Range: Starting salary based on experience, qualification, and budget.
(100% time – 40 hours per week)

Position Purpose:

Under the direction of the Program Manager of Case Management Services, and in accordance with contract requirements, guide clients, either directly or through referral, with enrollment/re-enrollment in ADAP, OA-HIPP, Covered California, Social Security, Medi-Cal, and General Relief, as well as with the process of accessing Public Benefits, including housing, and counsel them as to possible impacts of work activity on their benefits.

Principal Responsibilities:

1. Provide in-depth case management to clients seeking public benefits assistance, vocational and employment resources and opportunities.
2. Complete a comprehensive benefits assessment and reassessment of each client enrolled in the program.
3. Assist clients in developing an appropriate individual service plan addressing the individual needs of the client.
4. Conduct follow-up activities necessary to assist clients in the implementation and modification of their individual service plans.
5. Assist clients, either directly or through referral, with enrollment/re-enrollment in ADAP, OA-HIPP, Social Security, Medi-Cal, Covered California, General Relief and other appropriate public benefits.
6. Maintain and update all client records and progress note all interactions via the client management systems.
7. Answer and respond to incoming telephone calls and emails regarding Public Benefits and Work Services questions according to department policy.
8. Develop and maintain client files to meet JWCH, city, state, and federal program requirements.
9. Collaborate with programs at JWCH and other service organizations to facilitate the provision of services.
10. Maintain an extensive awareness of client resources, both agency-wide and community based.
11. Demonstrate proficient knowledge of public benefits programs and provide technical assistance to JWCH staff as needed.
12. Work with JWCH's Government Affairs Division when questions arise or advocacy needed regarding public benefits.
13. Attend relevant trainings relating to benefits programs, and trainings required to meet contract requirements, as approved by the Program Manager.
14. Prepare reports and client records as required to meet JWCH, city, state, and federal program requirements.
15. Follow agency policies and maintain agency standards with regards to client confidentiality and HIPAA compliance.
16. Perform other duties as assigned.

Requirements:

BA Degree in Social Work, Psychology, Vocational Services, Human Resources, Education, or a related field required; a minimum of three years' experience in a human services position providing one/one direct services. Bilingual or multi-lingual preferred

Knowledge of:

Interviewing and assessment techniques; vocational rehabilitation and/or related occupational fields, knowledge of word processing and spreadsheet data entry; HIV disease and related chronic illness and disability issues; comprehensive understanding of public benefits programs and policies; volunteer management and group facilitation skills.



**Non-Exempt
April 14, 2017**

Ability to:

Work under minimal supervision; assess psychosocial and occupational/vocational needs; utilize agency and community resources; communicate effectively (orally and in writing) in both one-on-one and public settings; respond with empathy to the needs of clients, staff and volunteers; participate as a member of a team operating in a diverse, multi-cultural environment.

Working Conditions / Physical Requirements:

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

Special Requirements:

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

To apply, please fax or email resume or list of qualifications including the job code number to:

JWCH Institute, Inc.
5650 Jillson St.
Commerce, CA 90040
Attn: Human Resources Department
Job Code: 511
Fax Number (323) 215-0170
E-Mail: cespinoza@jwchinstitute.org

**Closing date: Open Until Filled
JWCH Institute, Inc. is an Equal Opportunity Employer (EOE).**