



Job Opening: MSW, Lead Case Manager – Homeless SSDI/SSI Demonstration Project (DP)

Location: Los Angeles; several locations

Organization Description: Founded in 1896, Volunteers of America is one of the nation's largest, most established nonprofit organizations dedicated to uplifting people in need. We serve literally thousands of clients in our numerous programs.

Position Purpose: To assist homeless disabled persons living in the streets, emergency shelters, and transitional and permanent housing in Los Angeles County and to apply for and obtain SSI/SSDI benefits. To provide comprehensive case management through a multi-disciplinary team approach that ensures sufficient documentation of disabilities and thorough application completion that will be submitted to the Social Security Administration (SSA) for approval.

Minimum Qualifications: To qualify for this position, you must have an MSW and at least one (1) year of experience working with eligible homeless populations. Must have experience in working with adult homeless populations with disabilities and at least three (3) years within a related field of health and/or social services. Prefer familiarity with medical terminology for the purposes of health and mental health related documentation for SSDI/SSI benefits. Must possess the ability to generate and foster strong relationships with the SSDI/SSI Demonstration Project (DP) participants, partner agency, outreach workers and members of the multidisciplinary team. The lead case manager facilitates and coordinates the multidisciplinary case conferences and participates in the supervision, support, training and mentoring of the case managers serving the DP. The lead case manager is charged with enabling the other case managers to increase their knowledge and effectiveness in working with disabled homeless individuals. This position has responsibility for problem solving, resource management, and reviewing and auditing case files for ongoing quality assurance and training purposes. The lead case manager has oversight responsibility for all grant performance outcomes required by funders. The lead case manager works closely with the Program Director to address deficiencies in the DP and to correct any areas that are not working toward the established DP goals. Prefer a minimum of one year experience managing or coordinating a multi-agency collaboration addressing homelessness and housing. Bilingual (English/Spanish) a plus. Veterans encouraged to apply.

DUTIES

- Oversee the case management staff assigned to the DP.
- Create and implement all required forms, plans and logs required to run the DP.
- Assist in the production of required weekly/monthly/quarterly data collection reports.
- Assist homeless individuals in the SSA application process by providing assessments for each Project participant, participate in Multidisciplinary Team activities and case conferences, coordinate consents and releases, schedule appointments, and communicate with SSA staff.

- Monitor project performance and outcomes, assisting in reporting narrative reports during each phase of the project.
 - Obtain documentation of past and current health and mental health records, proof of identity, and financial records.
 - Serve as a liaison for the Multidisciplinary team, SSA, Disability Determination Service, County departments, and other public, private and non-profit agencies serving homeless individuals.
 - Maintain contact with DP participants throughout the determination process, and help the participant respond to requests for further information to support the disability claim and arrange for temporary or permanent housing whenever possible.
 - Create individualized plans for each participant.
 - Work with DHS and JWCH to formulate strategies to develop and implement an effective and efficient process for the DP.
 - Schedule and facilitate case conferences for the multidisciplinary team on a regular basis.
 - Create local community collaborations necessary to identify and implement system changes that improve the State average in assisting homeless applicants to have successful outcomes in their SSDI/SSI applications.
 - Assist in the provision of technical assistance and training to front line case managers on using practices found to dramatically expedite the SSI/SSDI application process and reduce the disability determination period.
 - Acts as medical/mental health liaison with the JWCH Clinic, and other providers of medical and mental health services.
 - Provide direct assistance to homeless individuals in the SSA application process, including but not limited to, scheduling appointments, completing paperwork, and communicating with SSA staff.
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- Maintain contact with the claimant throughout the determination process, and help the claimant respond to requests for further information to support the disability claim
 - Provide information regarding the effect a claimant's impairment has on one's ability to maintain gainful employment (work).
 - Assist claimants with filing reconsideration and appeals.
 - Assist participants with attending consultative examinations when necessary
 - Participate in ongoing training related to documenting disabilities, homelessness and other related areas that improves the outcomes for participants in the Demonstration Project.
 - Participate in the development of individualized client service plans.
 - Maximize the use of all existing resources.
 - Recommend appropriate information and referral for temporary and permanent housing and other services needed to keep the DP participant stable.
 - Actively engage in and create inter and intra agency working relationships to help complete tasks for a successful SSDI/SSI application.
 - Collect and maintain data as required by the SSI/SSDI Demonstration Project.
 - Communicate with SSA and other staff members regarding the status of client social, mental and physical health needs using oral and written communication skills to include electronic media.
 - Maintain accurate and current DP participant records.
 - Attend staff team meetings as required.

- Assist the SSI/SSDI Demonstration Project Director with other duties as assigned

What We Offer: We provide a comprehensive salary and benefits package, a caring compassionate workplace and growth opportunities. But even more importantly, a career with Volunteers of America means making a real difference in people's lives. For more information about us, please see our web site at www.voala.org

To Apply: please send your resume &/or completed application form including salary requirements to:

**Volunteers of America, Los Angeles
Human Resources Department
Fax: 213-385-9553
E-mail: hr@voala.org**

*Some people can't imagine doing what we do.
We can't imagine not doing it.*