



SHELTER. SUPPORT. SOLUTIONS.

SOAR Case Manager Job Announcement

Position Summary

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. SOAR (SSI/SSDI Outreach, Access and Recovery) is a model that helps individuals experiencing or at-risk for homelessness who have mental illness and/or a co-occurring substance use disorder or other medical impairments apply for Social Security disability benefits. The Full-Time SOAR Case Manager is based in the Pillars Resource Center and must be able to work in the community and meet homeless clients where they are, including non-traditional settings and unstructured environments.

Duties and Responsibilities

- Has passion for the mission of Pillars and displays agency values: Respect, Collaboration, Empowerment and Grit.
- Quickly adapts and learns the processes associated with the SOAR program.
- Works with referral sources and community partners to identify clients through team meetings, outreach, and referrals.
- Travels by foot, car or other means appropriate to make contact with clients.
- Initiates paperwork with clients by filing initial documentation of representation with SSA office.
- Completes interviews with clients to gather information to complete SSI/SSDI applications.
- Gathers medical records and other information to complete SSI/SSDI applications.
- Writes SOAR Medical Summary Reports for client applications.
- Accompanies clients to appointments at the Social Security Administration.
- Coordinates visits to medical doctors, psychiatrists, and other specialists to obtain evidence for each case, as needed.
- Provides case management services to clients when needed.
- Assists the Resource Center team with administrative tasks as needed.
- Other duties as assigned.

Core Competencies

- **Confidentiality** – Ability to maintain confidential information and safeguard the security of information of Pillars and our clients. Keep private information from unauthorized individuals, either within Pillars or others outside the organization.
- **Communication** – Strong verbal and written communication skills are required on multiple levels: with clients, coworkers, Pillars Leadership Team, other community agencies, and emergency services.

- **Building Relationships** – Demonstrates exceptional relationship-building ability with volunteers, clients and consumers, tenants, agency partners, donors and potential donors, board and committee members.
- **Customer Service** – Manages difficult, emotional, and/or rapidly escalating situations; Responds promptly to need; Responds to requests for service and assistance; Meets commitments. Displays a positive attitude, demonstrates empathy and understanding, and interacts/presents solutions without judgment.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information and use a tablet or smartphone.

Qualifications

- Bachelor’s degree in Human Services or a related field highly preferred
- Minimum of two years experience in human services preferred, with an understanding of mental health and substance abuse
- Experience with various case management approaches and training (Motivational Interviewing, Trauma Informed Care, Client Centered approaches, etc.)
- Certificate of Completion from SOAR online training curriculum or in-person *Stepping Stones to Recovery* training required, or working towards obtaining those credentials
- Ability to travel locally, with access to a reliable vehicle and possess a valid Wisconsin driver’s license
- Ability to flex schedule to occasionally respond to clients’ needs outside of normal working hours

Compensation

The compensation for this position is a \$35,000 annual salary. Benefits include health insurance, dental insurance, vision insurance, vacation, holidays, sick leave, short & long term disability, life insurance, 401k retirement account and an Employee Assistance Plan.

To Apply

Deadline to Apply: January 28, 2021 at 9:00am

Send resume and cover letter to tmelzl@pillarsinc.org or by mail to:

Tracy Melzl, Human Resources Assistant, Pillars, Inc., 605 E Hancock Street, Appleton, WI 54911

Pillars is an Equal Employment Opportunity employer committed to achieving a diverse workforce and to maintaining a community which welcomes and values a climate supporting equal opportunity and difference among its members.

All qualified applicants will receive consideration for employment without regard to race, national origin, color, religion, age, genetics, sex, sexual orientation, gender identity, disability or veteran status.