



Front Steps – Job Description

Job Title: SOAR/Client Specialist

FLSA: Full Time/Salary Exempt

Department: Programs

EEO Job Classification: Client SOAR

Reports to: Program Director

Last Revised: January 13, 2016

Position Summary:

The SOAR Specialist will coordinate implementing a comprehensive SOAR program for Front Steps clients to access SSI benefits. The Program Director oversees several of the service programs provided to our homeless clients, including permanent supportive housing, recuperative care, shelter case management, Keep Austin Housed AmeriCorps program, and Streets of Hope addiction recovery. The SOAR Specialist may also provide departmental support including coordinating and planning meetings and trainings, conducting research, program evaluation, meeting departmental resource needs, and assisting with writing grants and meeting grant requirements.

Duties, Functions, and Responsibilities:

- Assist Program Director with researching and writing grants
- Assist Program Director with ensuring the department and applicable programs comply with grant requirements and reports
- Assist Program Managers and other departments with data collection, tracking, and reporting
- Assist Program Director with meeting project and grant deadlines
- With Program Director, set annual SOAR goals for number of SOAR applications to be completed by Programs Staff
- Complete 10-15 SOAR applications annually, and serve as source of primary SOAR assistance to Programs Staff
- Provide administrative support to the Program Managers as needed
- Works closely with program managers on specialized projects at Program Director's discretion
- Assists with documentation of agency policies, procedures and program manuals. Conducts research, compiles data, and prepares documents
- Performs other duties as assigned

Minimum Qualifications:

- 1 – 2 years of experience
- Experience in helping clients apply for benefits
- Effective communication skills (written and oral)
- Proficiency in Office 2010, specifically Outlook, Word, and Excel
- Able to work independently and be proactive in seeking out and defining job roles
- Able to work with a diverse workforce and client base
- Ability to work cooperatively with all levels of the organization
- Strong organizational and time management skills
- Commitment to the mission of Front Steps
- Reliable transportation
- Valid State Driver's License

Preferred knowledge, skills, and abilities:

- Bachelor degree in Social Work or related field
- Experience with SSI Benefits or SOAR applications
- Experience with grant writing and compliance, in particular HUD and HHS grants
- Experience working with the homeless or other disadvantaged populations