



Position: Benefits SOAR Specialist
Location: New York, NY
Reports to: Benefits Services Coordinator
Hours: Full-time, 40 hours per week

About Jericho Project

Jericho Project is a nationally recognized nonprofit that has been working to end homelessness at its roots since 1983. What began as a Manhattan soup kitchen has grown into a citywide organization serving nearly 3,000 New Yorkers each year—including over 700 veterans, as well as young adults and families, many of whom identify as LGBTQ+.

Jericho provides more than 600 units of supportive housing through seven permanent residences in the Bronx and Harlem, along with scattered-site apartments throughout New York City. Our housing-first model is paired with wraparound services delivered by skilled case managers, licensed mental health clinicians, and workforce development specialists. Together, these services support our four pillars of stability: housing, employment, wellness, and family.

In 2024, Jericho facilitated over 570 housing placements, helped secure nearly 275 job placements, and delivered over 750 therapy sessions through our in-house Jericho Therapy Program. As we move toward expanding our reach by an additional 2,000 units of housing, we remain committed to helping individuals and families build lasting independence and well-being—one person, one home, and one community at a time.

About the Position

The Benefits/SOAR Specialist will provide Benefits services to young adults in Jericho's Rapid Rehousing program (RRH), as well as clients in the Unsheltered Rapid Rehousing (URRH) program. Candidate should demonstrate awareness of, sensitivity to, and respect for diversity of culture, ethnicity, gender identity, physical and mental abilities, sexual orientation, race, and spirituality or religion. The Benefits/SOAR Specialist will be responsible for facilitating the acquisition of benefits including SSI, SSDI, Medicaid, Medicare, SNAP, WIC, reduced fare MTA, Access-A-Ride, and other benefits as needed. The Benefits/SOAR Specialist will utilize the SOAR method to assist program participants with obtaining SSI/SSDI. SSI/SSDI Outreach, Access, and Recovery (SOAR) 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 for the purpose of expediting the SSDI/SSI and medical benefits application process.

The FLSA status of this position is **Non-Exempt**.

Responsibilities:

- Complete initial screenings to determine potential eligibility, schedule appointments, and provide direct assistance to complete benefits enrollment.
- Responsible for linkages to mainstream, public, healthcare, and VA benefits including direct assistance, referrals, advocacy, and follow up.
- Collaborate with the RRH and URRH teams to identify individuals who need assistance acquiring benefits and ensure applications are completed to increase positive outcomes consistent with organizational policies and practices.
- Coach clients about benefits and income options including the impact of employment on benefits.
- Assess individuals who have potential eligibility for SSI/SSDI.
- File initial applications and/or appeals for SSI/SSDI on behalf of clients - which includes additional interviews with clients and other sources, gathering medical records, writing SOAR Medical Summary Reports, obtaining other evidence for the claim, and acting as the appointed representative.
- Facilitate necessary appointments to medical doctors, psychiatrists, or other specialists to obtain evidence to support the disability application.
- Document service provision in AWARDS and maintain statistical spreadsheets to report data and outcomes monthly.
- Participate in staff meetings and trainings.
- Carry out other duties as assigned by Program Director/Benefits Services Coordinator.

Requirements:

- Bachelor's degree in human services or a closely related field.
- Knowledge of NYC income and benefit resources preferred.
- Commitment to the SOAR process and Housing First approach.
- SOAR Certification preferred; willingness to obtain SOAR certification required.
- Understanding of the SSI/SSDI application process. Familiarity with Social Security Administration's Blue Book listings preferred.
- Excellent writing skills required, brief-writing and medical summary-writing experience preferred; cursory knowledge of medical and psychiatric terminology.
- Experience working in homelessness, substance abuse, mental health and/or trauma settings preferred.
- This position involves multiple priorities and occasional fieldwork. Candidates must be well organized with the energy to work with high-need young adults and Veterans.
- Strong engagement and interpersonal skills.
- Experience working with young adults and/or Veterans preferred.
- Veterans are strongly encouraged to apply.

Compensation:

The salary range for this position is **\$53,000.00 to \$55,000.00 annualized**. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employee's performance during the prior year.

How to Apply:

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department
Jericho Project
Job Code: **Benefits - SOAR Specialist – URRH/RRH**
245 W. 29th Street, Suite 902
New York NY, 10001
Fax 646.624.2301
careers@jerichoproject.org

No Phone Calls Please.

Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool. www.jerichoproject.org