

**Position Title**

Benefits and Intake Specialist, Financial Opportunity Center

Organization and Program Overview

The Southside Community Development and Housing Corporation is a nonprofit community development corporation based in the Old South District of Richmond, Virginia. SCDHC's mission is to use a holistic approach to create, viable thriving and sustainable communities throughout the Greater Richmond region. SCDHC offers resources, services and programs which encompass areas that affect the quality of life in housing, support in business development and sustainability in employment.

As a Financial Opportunity Center (FOC), SCDHC helps low to moderate income families boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building through an integrated service model approach. The centers provide individuals and families with services across three critical and interconnected areas: employment coaching, financial coaching and access to public, private and employer benefits.

Position Description

The Benefits and Intake Specialist serves as the gateway to programmatic services at SCDHC. They serve as the first point of contact when clients arrive and after providing a screening, they direct clients to the services that most closely align with their needs. Through Benefits coaching, they provides direct services to low to moderate-income individuals who are enrolled as Financial Opportunity Center participants. The Benefits and Intake Specialist assists clients in finding ways to supplement their income, or reduce their expenses through benefits that the FOC will refer to as income supports. Income supports include, but are not limited to employer, private and public benefits such as food stamps, medical benefits, LIHEAP, and more; other benefits may include EITC, free eye glasses, emergency cash assistance. These income supports may be difficult to apply for, or challenging to find, or understand. It is the role of the the Benefits and Intake Specialist to make these benefits accessible to FOC clients. Furthermore, the Benefits and Intake Specialist must be resourceful and motivated to find new benefit sources for their FOC clients.

The Benefits and Intake Specialist will work with the Employment Specialist, Financial coach and Housing Specialists to ensure that the client is getting assistance across these major service areas. This role plays a valuable role in helping clients achieve financial stability.

Responsibilities

- ***Serve as the gateway*** to all SCDHC program participants and potential clients.
 - Greet clients and perform an initial assessment
 - Complete all intake paperwork with clients
 - Enter enrollment information into the appropriate database
 - Discuss program options within SCHDC that best aligns with client needs
 - Proactively communicate with Housing Specialists, Employment Specialists and Financial Specialist when referring clients for deeper services
- ***Provide one on one benefits coaching*** to FOC program participants.
 - Conduct a general benefits screening
 - Discuss all benefits for which the client is eligible with that client
 - Assist the clients through the application process, as needed
 - Provide guidance with benefits available through SCDHC including home buyer grants, savings incentives etc.
 - Work closely with the Employment Specialist and Financial Specialist to navigate employer benefits and the benefits cliff in order to maximize client financial stability
- ***Outcome tracking***—track the stories and successes of program participants.
 - Enter general enrollment data into CounselorMax for clients enrolling in housing counseling
 - Maintain contact with the client and monitor the status of their applications (e.g. lost, approval, denial, re-certifications, etc.)
 - Use Salesforce, a client management system, to document and reflect the outcome of FOC clients accurately and in a timely manner
 - Update the Combined Financial Assessment (CFA) for their clients to reflect changes to their budget via income supports (e.g. food stamps) OR alert the financial coach to this change [in instances where the financial coach makes all budget updates--depending on the process at the FOC]
- ***The Benefits and Intake Specialist may conduct workshops*** as a means of outreach and education
 - The classes may be part of a larger job readiness class offered by the FOC, or may be occasional workshops to the public
 - Develop workshop materials or tailor existing materials to meet the needs of the community

- Workshops should be relevant to the community, and may include topics such as: SNAP, Medicaid, TANF, Social Security
- ***Develop relationships with local government offices, organizations and the Southside community***
 - Cultivate a strong relationship with the local DHS (Dept of Human Services) office. Advocate for the client as needed.
 - Create a network of referral organizations to help you assist the client in obtaining income supports (e.g. local Goodwill voucher program, free dental-work programs, etc.)
 - Support outreach efforts to increase awareness of program services

Qualifications

- ***A propensity to learn benefits programs rules and requirements***
- ***Competent at following directions, filling out forms, and applications*** (both paper and online)
- ***Bachelor's degree from*** a four year accredited institution preferred
- ***Previous work experience in the social services sector*** preferred
- ***Bi-lingual preferred*** (English and Spanish speaking).
- ***Strong communication skills.*** Must be able to communicate effectively with clients and FOC team members.
- ***Previous work experience with the FOC's target population,*** and/or the ability to provide services in a culturally sensitive manner
- ***Proficient in Microsoft Word, Excel, and PowerPoint***
- ***Internet and Resource Savvy***

Interested applicants should send a resume, cover letter and 3 references to Dianna Bowser at dianna@scdhc.com by January 31, 2019.