



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

BENEFITS & ENTITLEMENT SPECIALIST

FLSA Status: Non-Exempt

Summary of Position: The Benefits and Entitlements Specialist provides services related to securing benefits for participants of Connections for the Homeless (CFTH) including eligibility screening and completing and tracking applications. They will be CFTH's subject area expert in public benefits programs, including SOAR, an evidenced-based method of assisting people who are experiencing homelessness to apply for Social Security Disability benefits.

Specific Duties:

- Responsible for timely follow up to internal referrals, external callers and voice mails related to benefits questions
- Screen CFTH participants for eligibility for benefits programs and provide one-on-one consultations
- Assist participants with completing benefits applications including SOAR applications.
- Serve as agency point person and liaison with local Department of Public Aid offices
- Explain and interpret benefits programs and eligibility to participants
- Advise other CFTH staff on matters related to eligibility and access to public benefits
- Represent CFTH to external organizations and at external meetings
- Participate in department meetings, supervision, and other meetings as needed or directed.
- Provide regular updates, information and reports to supervisor as requested
- Adhere to the Code of Conduct and Core Values of Connections for the Homeless.
- Perform other duties as needed.

The following qualifications are requirements for the position:

- Strong administrative skills, ability to multi-task, and good attention to detail
- Able to work independently and with diverse populations
- Flexible schedule – ability to work from home
- Good speaking, writing, and interpersonal skills
- High level of understanding of public benefits programs
- High level of computer literacy

- HS Diploma/GED or Bachelors
- Must be current SOAR certified or willing to obtain within 3 months of hire

The following qualifications are highly desirable:

- Bachelor's degree
- Experience with client databases
- Previous experience in a role related to public benefits programs

Other Requirements:

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Director of Community Programs
November 2021