

**Job Title:** Income & Benefits Specialist

**Classification:** Regular, Full Time

**Department:** Roads Home

**Reports to:** Program Manager

### **Company Overview**

For more than 50 years, Berkeley Food & Housing Project (BFHP) has provided a comprehensive range of housing, food, and support services to help those in need move from homelessness into a safe and affordable home of their own. We serve in six counties in the bay area - Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County. We are proud of our team members who are very dedicated in our mission *to ease and end the crisis of homelessness in our communities.*

### **Program Overview**

A Pathway to Housing for Homeless Veterans – join a team that assists Veteran families experiencing homelessness to attain housing placement and housing stability. BFHP is expanding on our successful Supportive Services for Veteran Families (SSVF) Roads Home program to connect very low-income homeless individuals and families with permanent housing. The program provides street and venuebased outreach, case management, permanent housing placement, temporary financial assistance, employment assistance, and assistance in obtaining VA and other benefits. The program will work with all participants to develop and carry out action plans that improve their health and wellness.

### **Position Summary**

The Income and Benefits Specialist (IBS) position is key to ensuring participant's long-term housing stability and achieving BFHP's annual goals and outcomes. The IBS is responsible for providing job readiness, job search and other services to assist program participants to increase their income and remain stably housed. The IBS works with participants, who are able to work, to develop individualized employment plans, and connects them to education, job training and other employment assistance resources to help them meet their goals. For those Veterans who are unable to work, the IBS will assist with obtaining VA benefits and/or SSI/SSDI benefits. The IBS works in close coordination with the Case Manager and with the employment services team across BFHP programs.

### **Essential Duties and Responsibilities**

- Assess participant' readiness for work and guide them through the process of discerning the most appropriate career path.
- Work with participants to develop an individualized strengths-based smart goal plan addressing the needs and barriers identified in the assessment process.
- Maintain Veteran participant caseload, using case management approach focused on increasing income.
- Make referrals to in-house and outside services, as appropriate, including counseling on mental health issues, legal advocacy, job readiness workshops, and pre-employment training.

- Assist participants in assessing their job skills for positions; administer and score standard career assessments.
- Refer participants to appropriate education, training and employment resources. Determine eligibility for federal/state employment & training programs.
- Support participants in the job search process. Work with participants to create and revise resumes, and to utilize job search resources.
- Counsel participants in career exploration and job retention. Coach participants on handling work related issues and promote self-advocacy.
- Case coordinate with Case Manager and community service providers to support participant success.
- Assist participants with SSI/SSDI application using SOAR
- Assist Veterans with VA benefits enrollment, and Service Connected Disability, restarting disability benefits, SSI/SSDI benefit enrollment, providing healthcare access and resources.
- Maintain concise and up-to-date client files; including required documentation and case/progress notes, complete and accurate completion of paperwork and HMIS data entry in a timely manner.
- Assist Veteran with financial literacy, including budgeting, money management and savings
- Facilitate financial literacy and money management classes for participants.
- Adhere to laws regarding confidentiality and reporting requirements; maintain knowledge of current HIPAA certification standards.
- Have a clear understanding of PTSD, Traumatic Brain Injury, alcohol and drug dependency and other mental health issues.
- Participate in department staff meetings and case conferences.
- Perform other related duties as required by supervisor.

#### **Qualifications, Skills and Abilities**

- Bachelor's degree from an accredited college or university and 2 years of experience providing employment or case management services special populations: re-entry, homeless, and those with mental health/ physical disabilities.
- Experience with homeless and low income individuals and individuals with mental health or substance abuse issues.
- Proficiency in Microsoft Office, email, internet, and calendaring applications.
- Excellent verbal and written communication skills.
- Good conflict resolution skills.



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- Excellent interpersonal skills with a can do and flexible attitude.
- Ability to work with minimal supervision, multitask, maintain confidentiality, and meet deadlines.
- Ability to maintain professional conduct, attitude and appearance at all times.

**Special Requirements**

- Must have a valid driver’s license, reliable personal vehicle and clean DMV record.
- Must be able to obtain background check clearance.
- Must be able to lift or move up to 50 lbs.

We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, language, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-time

Pay: \$25.75

***I have received a copy of my job description and understand all of my responsibilities.***

Staff Signature \_\_\_\_\_

Date \_\_\_\_\_