

SPECIAL SERVICE FOR GROUPS  
JOB ANNOUNCEMENT

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**Title:** Benefits Specialist I  
**FLSA:** Non-Exempt, Full Time  
**Pay Range or Rate:** DOE

**Division:** HOPICS/Benefits Advocacy Services Program  
**Supervisor:** Program Manager  
**Revised:** 5.16.19

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Summary

Under the direction of the Program Manager the Benefit Specialist will conduct eligibility screenings, administrative support and program coordination activities in order attach individuals the Benefits Advocacy Services Program.

Essential Functions

- Perform general office/clerical, make and receive phone calls; greet and receive visitors; schedule Initial Application appointments, prepare client files, screen for eligibility at first face to face contact with potential clients, copy and fax, retrieve and respond to voice messages within 24hours;
- Collect data and enter information into LRS and CHAMP systems;
- Assist with addressing data errors if any.
- Conduct pre-screening eligibility interviews and complete internal referrals as needed
- Combine and arrange materials from different sources; create documents;
- Work in coordination with DHS, DPSS and Inner City Law Staff
- Maintain blank screening forms.
- Must utilize processor, create spreadsheets and database applications and conduct internet research as necessary.
- Responsible for issuing, tracking and reconciling bus tokens
- Work in coordination with the Senior Manager for Housing Services in regards to company van usage and transportation.
- Coordination with the SPA 6 CES providers
- Enroll participants and enter data into CHAMP and LRS within 48 hours of contact.
- Assist with preparation project reports in accordance with funding requirements.
- Attend in all mandatory program and division meetings and trainings, as assigned by his/her supervisor and division director.
- Maintain appropriate boundaries; and adhere to SSG's Code of Ethics and HOPICS Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Maintain files/records on client services in compliance with HIPAA, 42 CFR Part 2 and other funding requirements for audit purposes.
- Regular attendance required.
- Other duties as needed.

Secondary Functions

Perform other duties as assigned by the Program Manager. Overtime, holiday, or weekend work maybe be required.

Minimum Qualifications - Knowledge, Skills and Abilities Required

High School Diploma or GED equivalent. More than one year of clerical experience. Basic knowledge of Microsoft Word, Excel, and Internet. If in recovery, a minimum of three (3) years of being drug and alcohol free is required. Knowledge of basic filing structure, ability to organize and manage multiple priorities. Ability to do concise documentation and effectively communicate in written and verbal form. Experience working with homeless families and the ability to work with clients from diverse culture, ethnic and socio-economic backgrounds. Neat and professional appearance. Attention to detail and punctuality are required; Ability to communicate effectively, both written and orally required. TB test, CPR and First Aid certification required. *(Note: Results may not be more than (3) months prior to or (7) days after date of hire and renewed annual thereafter.)*

Supervisory Responsibilities

This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

This position is responsible to work in “client friendly” environments and may be required to visit other shelters and partner agencies. There is some responsibility to work in noisy environments where children and unstable adults are few to talk loud and expressive.

Physical Requirements

The Intake Specialist/ Receptionist staff typically spends time sitting, standing, walking, carrying (max .25lbs), listening, speaking, and typing.

Mental Requirements

This position will require the individual be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: to be able to process information, think and conceptualize.

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Please email your resume to: [jobs@hopics.org](mailto:jobs@hopics.org)

**Include the position title in the Subject.**

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