

Job Title	Benefits Advocate Case Worker
Employer/ Agency	Memorial Assistance Ministries
Job Description	<p>The Benefits Advocate Case Worker serves as the liaison for members of the community to help them meet their basic needs such as food stamps, medical services, or other needs that can be met through MAM’s available programs. They meet with the client to assess and determine which public benefits will best fit the person’s needs and assist them through the application process.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Engages clients, assesses for public benefits and screen the client for additional, individual service needs. • Creates and maintains client records in ETO • Supports clients through the application process for applicable external public benefits. • Provide access to MAM programs and create referrals for clients as necessary. • Utilizes available educational opportunities to educate clients regarding improving their overall health. • Connect with other organizations and programs to bring educational opportunities to clients • Publicizes the MAM Community Partner Program to the community • Stays abreast of updates public benefits programs • Oversees volunteer training and duties to meet the client needs. • Represents the Family Assistance Program in a professional manner <p>Duties include:</p> <ul style="list-style-type: none"> • Conducts engaging telephone and face to face client intake interview to determine the client eligibility. • Sets up appointments and advocates on behalf of clients to access to services. <p>Identifies external public benefits that the client is eligible to apply for.</p> <ul style="list-style-type: none"> • Regularly conducts follow up telephone calls to clients to record the outcome of their appointments. • Coaches clients how to advocate for positively and appropriately themselves. • Timely enters all information into ETO database all data provided on the client intake form. • Maintains client records and collects data to ensure the program’s monthly report is accurate and up to date. • Meets with the client to collect their application data and utilize their supporting documents to submit their benefit applications for external benefit sources • Assists in enrollment in all applicable public benefits programs such as but not limited to Food Stamps, Medicaid, CHIPS and may refer to other programs such as Harris County Health System Financial Assistance “Gold Card”, etc.

- Regularly checks client application status and communicate any updates to the client.
- Provides information and updates on the Your Texas Benefits Program to families.
- Monitors, maintains, and retains client consent forms of all benefit applicants.
- Follows-up with clients to track and record effectiveness of public benefits on health of clients, and outcomes related to accessing benefits.
- Utilizing the information from the client intake interview, the BBACW identifies programs withing MAM that can assist the client and creates referrals for the clients to meet with representatives of the applicable MAM program(s) to further meet their individualized client needs in a timely and compassionate manner.
- Engages clients in educational workshops regarding various good health topics and the utilization of full health service options (including preventative health care services) now made available to them through receiving public health benefits.
- Makes connections with other organizations to stablish partnerships and bring educational opportunities to clients.
- Creates and manages existing and new educational material for workshops.
- Sets and presents meetings to represent the MAM Community Partner Program at local schools, churches, local food pantries, WIC offices, businesses, etc.
- Attends meetings and webinars, such as the HHSC Community Partner Webinar.
- Engages volunteers to support the work of the program.
- Trains volunteers to support the work of the program such as benefits application process, SNAP, Medicaid, CHIP, etc.
- Participates in all MAM organization staff meetings, staff events, and fund-raising functions.
- All other duties as required within the physical abilities described in the Physical Demands section of this job description.

Qualifications

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- High School Diploma
- Commit to watch the assigned videos and take the associated test to maintain the Community Partner Program Certificate within two weeks of employment and renew it on an annual basis by completing any additional educational requirements
- Commitment to MAM's Mission Statement
- Demonstrated ability to work with persons from all walks of life and treat them with dignity
- 1-year experience supporting the community in meeting their basic needs (preferred)
- Knowledge of professional social work approaches

	<ul style="list-style-type: none"> • Knowledge of other social service agencies and their services • Excellent organizational, verbal, and written skills • Must be a detail-oriented individual • Proficient in Microsoft Office Programs, recordkeeping in a database, etc. • English fluency (read, write, and conversation) - required • Spanish fluency (read, write, and conversation) – required • Flexibility to occasionally work in the evening and/or weekends to accommodate the scheduling of clients and/or support or attend events on behalf of MAM • Must be available during the core hours of 8:30-5PM Monday-Friday • Provide their own reliable transportation with proof of their valid driver's license and TX minimum requirements of auto insurance
Salary/Hours	Full-Time
Address	Houston, TX
Application Method	Apply Here: https://mamhouston.wixsite.com/workatmam/post/benefits-advocate-case-worker
Opening Date	Immediately

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