



Title: **Benefits Navigator**
FLSA Status: **Full-time, Non-exempt**

Reports to: **Program Manager**
EEO Code: **5**

EMPLOYMENT OPPORTUNITY

Overview:

St Vincent de Paul is one of the longest serving social charities in Louisville. We are located in the up-and-coming Shelby Park neighborhood. Through our homeless shelters, supportive housing programs, professional case management services and retail thrift stores, we provide compassion, hope and direction for people struggling to overcome barriers to self-sufficiency.

Position Summary:

The **Benefits Navigator** is a peer, with *lived experience*, who assists individuals experiencing homelessness to access mainstream benefits that they are eligible for; like job training, health insurance, Social Security Disability, food stamps, etc.

Essential Duties and Responsibilities:

- Assist Clients directly or on their behalf to facilitate access to benefits and services such as primary medical care, social services, housing, entitlements, and benefits; assist clients with any necessary paperwork, compiling eligibility documentation required by other service providers, and other tasks required to connect clients to needed services
- Engage in outreach efforts with clients – including phone calls, emails, outreach letters, and home visits – when clients miss an appointment. Build rapport with current clients at the overnight shelter to build a caseload
- Transport and support Clients with specific needs, mental health limitations, or other barriers to appointments or offices as needed to complete their applications for benefits and services
- Educate and monitor Clients on issues related to applying for benefits and services
- Work collaboratively with case managers to receive referrals for advocacy services, and follow up with case managers about progress on goals
- Maintain an up-to-date record of services as dictated by documentation standards
- Serve as a programmatic representative with outside agencies; conduct necessary outreach efforts
- Coordinate the provision of HIV and mental health treatment services with case managers and/or counselors of Clients
- Maintain the program's inventory of MetroCards and reconcile them regularly with GMHC's Finance department
- Attend all-staff meetings, supervision and mandatory trainings
- Participate actively in team efforts, as assigned
- Special Projects as assigned
- Other duties as assigned

Specific Knowledge, Skills, Abilities:

- Authentic interpersonal capacity for empathic understanding and nonjudgmental attitude when engaging with Clients with mental health problems
- Strong knowledge of local resources and application processes for benefits
- Experience applying for mainstream benefits successfully
- Experience working with diverse communities, including LGBT, substance users and communities of color



Education, Qualifications, Certifications, Trainings, Licenses:

- High School graduate or equivalent
- Associate’s Degree in Social Work or a related field preferred
- *Peer Support Certification* preferred
- A combination of education, training and experience that results in demonstrated proficiency to perform the work may be substituted
- Commitment to the Mission and goals of St Vincent de Paul
- Successfully pass any required pre-employment background and drug screening
- Valid Driver’s license

Reporting to this position: None

Benefits/Additional Information:

In addition to a sense of purpose and pride that comes from serving others, eligible employees enjoy paid holidays, paid leave, paid Life/Short/Long Term Insurance as well as access to SVDP’s Section 125 Health and 401(k) Retirement Plans.

St Vincent de Paul will conduct a thorough background investigation as part of its application process. Investigations are not limited to, but will include review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening and a comprehensive criminal background check.

To apply, interested applicants may apply online via www.louisvilleworks.com - or - in person - or - by mailing or emailing a cover letter and resume to:

St Vincent de Paul
HR Director
1015-C South Preston St
Louisville, KY 40203
Email: dflanigan@svdplou.org

Cover letters are appreciated.

St Vincent de Paul is an Equal Opportunity Employer and absolutely committed to diversity. (M/F/D/V)