



We house, feed, and support those in need with compassion and dignity.

## Job Posting

Title: **VA Benefits Navigator**

FLSA Status: **Full-time, Non-Exempt**

Reports to: **Program Manager**

EEO Code: **5**

### Overview:

St Vincent de Paul, Louisville (SVDP) is one of the longest serving social charities in Louisville. Through our homeless shelters, supportive housing programs, professional case management, clinical services, after-school programming, Open Hand Kitchen, Food Pantry, and retail thrift stores, we house, feed, and support those in need with compassion and dignity.

### Position Summary:

The **VA 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. **Hiring preference will be given to Veterans.**

### 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
- Connect with community resources to arrange job fairs, employment services, and job placement projects.
- 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
- 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
- Computer knowledge
- 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
- SOAR certification (SVDP will provided if the successful candidate is not certified)
- *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, Vision and Values of St. Vincent de Paul Louisville
- Successfully pass any required pre-employment background and drug screening
- Valid Driver's license and clean driving background

**Reporting to this position:** None

**Physical Demands/Effort/Work Environment:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to operate a motor vehicle, talk and hear. The employee is regularly required to stand, walk, sit, use hands and fingers, and reach with hands and arms. Must be able to climb stairs. The employee occasionally lifts and/or moves up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The job may be performed in areas/neighborhoods that could be considered threatening. Work may occasionally be performed at night, on weekends, and in inclement weather.

The requirements listed are representative of minimum levels of knowledge, skills, and/or abilities. This position description is not meant to imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and duties requested by the supervisor. This job description is not a contract for employment. It does not alter or affect the "at-will" doctrine adhered to by SVDP.

**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.

SVDP 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.

**Apply online:** <https://www.svdplou.org/careers/> or **Email cover letter and resume to:** [hr@svdplou.org](mailto:hr@svdplou.org)

SVDP is proud to be an Equal Employment Opportunity, Affirmative Action employer and absolutely committed to diversity. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.