

**CONSUMER CREDIT COUNSELING SERVICE OF FORSYTH COUNTY, INC.**

**JOB DESCRIPTION**

**REPRESENTATIVE PAYEE BENEFITS PROGRAM COORDINATOR**

**Primary Role:**

**FLSA Status: Non Exempt**

Administer the Representative Payee Program for adults with developmental disabilities, as well as adults with mental illness and substance abuse issues.

**Immediate Supervisor:**

ASSETS AND OPPORTUNITIES DIVISION DIRECTOR

**Minimum Qualifications:**

Bachelor's Degree. Ability to work harmoniously with staff, and develop and maintain positive relationships with clients, case managers, and community partners. Must possess good problem solving skills, ability to de-escalate clients during crisis and excellent communication skills (written and verbal). Ability to recognize and control biases and refrain from making judgments. Must be able to organize time efficiently, work under deadlines with constant interruptions. Credit counseling certification must be obtained within 6 months of hire.

**Preferred Qualifications:**

Bachelor's degree from four-year institution in a financial field or human service related degree preferred; 1-3 years of experience working with individuals with Mental Health/Developmental Disability or Substance Abuse field. Background in social work with vulnerable populations preferred.

**Agency Responsibilities:**

- \* Adhere to established agency values, policies and procedures, and agency handbook guidelines.
- \* Promote a positive image of the agency by demonstrating an understanding of the services available and conducting oneself according to a professional code of ethics.
- \* Maintain harmonious working relationships with agency staff, United Way, educators, business associates, and other related service agencies by amenable & cooperative contacts.
- \* Assure confidentiality of information related to clients and other information of a confidential nature as established by the standards of the Council of Accreditation for Services to Families & Children (COA)
- \* Maintain active professional competency by participating in training and workshops for professional growth in areas pertaining to duties. Maintain certifications required to perform the duties of the job. Obtain new certifications as needed for the job in a timely manner as established by policies of the organization.

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#### Position Responsibilities:

- \* Possess competent computer skills to perform job responsibilities and participate in training to maintain these skills as required.
- \* Create monthly budgets with Representative Payee clients, ensuring all necessary monthly bills are paid and providing allowance for groceries and personal spending as available and appropriate. Advise and assist consumers with saving money.
- \* *Deliver services by interviewing clients and/or guardians and analyzing client finances. Work with case manager and community support workers on needs and goals for the client.*
- \* Assure quality services by being knowledgeable of rules, regulations, and legal requirements as respects Social Security Administration regulations and requirements.
- Manage bill pay for client's bills, process client requests for extra funds, and work with Finance Director and Program Director to issue and disburse checks in a timely way.
- Assist clients with replacing Social Security cards, Medicare cards; and/or applying for Medicaid and food stamps as needed. Receive and disburse Medicaid cards for clients.
- \* Assure timely follow-up of clients, including returning phone calls within 1 business day.
- \* Adhere to policies and procedures relating to client file maintenance and documentation. Maintain records necessary for programming and accountability.
- \* Contribute to the effectiveness of the profession by maintaining active interest in the field.
- \* Participate in outreach opportunities as able with knowledge and approval of supervisor.
- \* Be sensitive to the needs and circumstances of the clients and treat clients and staff with respect and dignity.
- \* Be available for case consultation with other counselors as needed. Meet regularly with supervisor regarding responsibilities and share concerns or suggestions.
- \* Participate on the Quality Assurance Team. Attend and participate in department and organization meetings as required.

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### **Representative Payee Benefits Program Coordinator Responsibilities:**

- Provides administrative support to the Representative Payee Program:
    - Monthly Program Reports
      - Staff Development and Outreach
      - Marketing Report
      - Other reports as necessary
  - Provide grants data collection, analysis and reporting
  - Provide program presentations to community
  - Act as a liaison for collaborations at meetings and other community events
  - In the absence of the Division Director, work with leadership team to handle client crisis
  - Actively participate in the expansion for the Payee Program to include, but not limited to:
    - Financial Education workshop
    - Financial Coaching
    - Holistic case management
- \* Perform other duties as assigned by supervisor.