Job Announcement

Representative Payee Program Operations Coordinator

The National Disability Rights Network (NDRN) is seeking an Operations Coordinator to work with the Representative Payee team. NDRN provides training, technical assistance, and administrative oversight to the Protection and Advocacy Systems in their monitoring of representative payees. The Operations Coordinator facilitates the vision, focus, and timeliness of training for program managers and reviewers throughout the Network.

Who we are: NDRN is the nonprofit membership organization for the federally mandated Protection and Advocacy (P&A) Systems and Client Assistance Programs (CAP) for individuals with disabilities. P&As and CAPs are in all 50 states, the District of Columbia, and the U.S. territories, and there is a P&A and CAP affiliated with the American Indian Consortium in the Four Corners region. The P&A/CAP System is collectively the largest provider of legal services to persons with disabilities and are the leading experts on access to the vote for people with disabilities in the U.S.

NDRN provides training, technical assistance, and legal support to the P&A agencies and is also involved in legislative advocacy to create a society in which people with disabilities are afforded equal opportunity and are able to fully participate by exercising choice and self-determination.

Responsibilities:

- Lead the annual assessment of training needs for the P&A network Representative Payee Programs.

- Create and lead the implementation of a strategic training plan based on the needs assessment and NDRN Representative Payee Program grant.
• Curate training curricula for managers, new reviewers, and experienced reviewers.

• Serve as webinar producer for NDRN-hosted Rep Payee virtual trainings.

• Liaise between NDRN staff, presenters (virtual and in-person), and Social Security Administration (SSA) personnel related to training logistics.

• Liaise between SSA and P&A employees applying for suitability clearance.

• Provide technical assistance and administrative oversight of cases conducted and submitted by reviewers throughout the Network.

**Required Qualifications:**

• Satisfactory background check by the government to obtain suitability and credentialing.

• Bachelor’s degree and/or experience equivalent to a four-year college degree in human services or related field.

• Minimum three years’ experience in human services or related nonprofit.

• Demonstrated experience supporting or advocating on behalf of people with disabilities or conducting investigations regarding the treatment of people with disabilities.

• Familiarity with SSA disability benefit programs.

• Effective communication skills, including writing skills.

• Strong analytical, organizational, and troubleshooting skills.

• Ability to work well in a team environment.
• Demonstrated administrative skills and familiarity with Microsoft Office programs (Outlook, Word, Access, Excel, and PowerPoint).

Preferred Qualifications:

• Background includes P&A work experience, especially within the P&A Representative Payee program.
• Proficiency in Spanish, both oral and in writing.
• Background in program management or operations.
• Web production or A/V skills.

Location and Travel:

Location: Washington D.C.

NDRN follows a hybrid work structure where employees can work remotely or from the office, as needed, based on demands of specific tasks. Working from the office is encouraged, and may be required, when working on tasks that require a high degree of collaboration or in-person meetings.

The position requires some travel and occasional work on weekends.

Compensation and Benefits:

NDRN offers a competitive salary, based on experience. Benefits include health plan; Flexible Spending Account; transit and parking benefits; 403(b) retirement plan; paid vacation and sick leave, and at least ten paid holidays.

The salary range for this position is $63,000 to $73,000.

How To Apply:

Submit a cover letter, resume, and salary requirements attention: Crystal Perry, Manager for Representative Payee Program. See closing date below for more information on NDRN's dates for reviewing applications.
E-mail to: crystal.perry@ndrn.org  (Subject: Operations Coordinator Position); or

Mail to: 820 First Street, NE, Suite 740, Washington, DC 20002.

No phone calls please.

Closing date:

Candidates will be selected for consideration on a rolling basis beginning on June 27, 2023.

Interviews will occur on a rolling basis. No application will be considered after July 21, 2023.

Reasonable Accommodations:

NDRN provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application or hiring process, please notify us at hr@ndrn.org.

NDRN is an equal opportunity/affirmative action employer, and we prohibit discrimination and harassment of any kind. We celebrate diversity and are committed to creating an inclusive environment for all employees. Qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status.

Persons from diverse backgrounds, and persons with disabilities are strongly encouraged to apply.