Job Announcement

Representative Payee Program
Case Support Specialist

The National Disability Rights Network (NDRN) is seeking a Case Support Specialist 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 Case Support Specialist will take the lead in new reviewer level training and provide technical assistance within the P&A network regarding representative payee reviews.

NDRN and the Protection and Advocacy (P&A) Network are working in collaboration with the Social Security Administration to monitor representative payees throughout the country. Through this collaboration, the P&As have expanded protection of Social Security beneficiaries by educating representative payees of their responsibilities and identifying cases of financial misuse.

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 U.S. territories. There is also 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.

NDNR 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:

• Serve as a primary point of contact for P&A Reviewers and Managers requesting technical assistance with conducting reviews.

• Document and aggregate requests for technical assistance monthly to inform the NDRN Representative Payee Program Operations Coordinator of future training needs.

• Collaborate with the Operations Coordinator to develop a training plan and content to onboard new P&A Reviewers.

• Conduct in-person training, as needed, for P&A Representative Payee Programs on how to conduct reviews, document information, and follow up with payees.

• Conduct virtual and/or in-person quarterly informal training and development sessions for P&A Reviewers.

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

Required Qualifications:

• Completion of a satisfactory background check by the federal government to obtain and maintain suitability clearance and SSA credentialing.

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

• Demonstrated experience supporting or advocating on behalf of vulnerable populations or conducting monitoring/investigations regarding the treatment of vulnerable populations.

• Familiarity with SSA disability benefit programs.

• Strong communication skills, including effective written skills.
• Strong analytical, organizational, and troubleshooting skills.
• Demonstrated ability to work well in a team environment.
• Demonstrated familiarity and proficiency with Office 365.

Preferred Qualifications:
• Minimum 2 years’ experience as a Reviewer and/or Manager in a P&A Representative Payee Program.
• Background includes P&A work experience, in addition to the Representative Payee Program.
• Demonstrated familiarity and proficiency with the Representative Payee Monitoring Tool.
• Proficiency in Spanish, both oral and in writing.

Location and Travel:
Location: Washington, D.C. However, NDRN will consider applicants for this position working fully remote outside of the Metro D.C. area.

If the candidate selected is from outside of the Metro D.C. area, the person will work remotely and be compensated for travel to our office for onboarding purposes, organization and program-specific strategic planning sessions, and to the annual conference and other required training provided by NDRN. We provide technology to support your work.

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 $50,000 to $60,000.

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: Case Support Specialist); 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 December 4, 2023.

No application will be considered after December 23, 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 racial and ethnic backgrounds and persons with disabilities are strongly encouraged to apply.