



Disability Rights Arkansas

Job Title: Representative Payee Reviewer/Advocate

Organization: Disability Rights Arkansas

Location: Little Rock

Job Type: Full-time

Position Summary: Full-time Representative Payee Reviewer/Advocate position in the agency's Social Security Representative Payee Program. The primary role of the Representative Payee Reviewer is to verify that representative payees are fulfilling their duties/responsibilities of managing the Social Security benefits within the Social Security Administration's guidelines on behalf of SSA beneficiaries who are unable to manage their own SSA benefits. NOTE: Reviewers will conduct all reviews and complete all electronic SSA forms using secure laptops issued by SSA. This position will require extensive travel and fieldwork including overnight travel within Arkansas. Pre-approved travel and mileage costs will be reimbursed. The applicant must have a dependable automobile, valid driver's license, and current liability insurance.

Key Responsibilities:

- **Client Management:**

- Conduct intake assessments to evaluate client's financial situations and develop personalized budget plans.
 - Manages a caseload of clients who require representative payee services, ensuring their financial needs are met and their funds are used appropriately.
 - Interviews representative payees, beneficiaries, and when applicable, legal guardians and third parties.
 - Conducts reviews of individuals and organizations appointed as Representative Payees by the Social Security Administration (SSA).
 - Schedule all representative payee site reviews and beneficiary interviews.
 - Clearly, accurately, and effectively communicate information to others.
 - Apply the principles of the organization's vision and values in all work-related business and interactions.
 - Moderate Travel.
 - Maintain Confidentiality as directed by Social Security Administration.
 - Work independently and with a team.
 - Reviews and analyzes financial documents.
 - Ability to pass initial and any subsequent required background checks by the organization and government.
 - Perform related duties as assigned.
- **Financial Management:**
 - Ensure that the representative payee receives and manages clients' Social Security or other government benefit payments, budgeting funds for essential needs such as housing, food, healthcare, and utilities.
 - Ensure that the representative payee maintains accurate and detailed financial records for each client, including income, expenses, and transactions.
 - Review and analyze financial documentation looking to ensure the representative payee accounts for all SSA (Social Security Administration) funds received and spent.
 - Ensures that the representative payee conserves any unspent funds in an appropriate manner.
- **Advocacy and Support:**
 - Advocate for clients' rights, ensuring they receive fair and equitable treatment from service providers, government agencies, and other institutions.
 - Collaborate with external organizations, agencies, and authorities to address systemic issues and advocate for policy changes.

- Empower clients to voice their concerns, preferences, and aspirations, ensuring their opinions are respected and valued.
 - Conduct community outreach and education.
 - Create referrals as needed.
- **Compliance and Reporting:**
 - Maintain accurate and confidential client records, documenting assessments, services provided, and client progress.
 - Ensure compliance with all relevant regulations and guidelines related to representative payee services.
 - Maintain the security and safety of personal identifying information (PII) of all individuals involved in representative payee reviews.
 - Prepare comprehensive reports detailing the representative payee review using approved SSA forms, citing deficiencies, notifications, issues, and referrals.
- **Team Collaboration:**
 - Collaborate with social workers, counselors, and healthcare providers to address clients' additional needs and connect them with appropriate resources.
 - Maintain communication with team members and other DRA staff to exchange information, provide technical assistance/consultation, and resolve problems.
 - Ensure representative payees fully understand their duties and responsibilities with respect to recordkeeping and reporting.
 - Participate in team meetings and case conferences to discuss client progress and address any challenges.
- **Education and Training:**
 - Empower clients to make informed decisions and take proactive steps toward self-sufficiency and well-being.
 - Advocate for client's best interest, ensuring they receive the necessary services and support to improve their overall well-being.
 - Educate clients about their rights, available resources, and options for improving their circumstances.
 - Educate clients about monetary management, budgeting, and available community resources to promote financial literacy and independence.
 - Ensure representative payees fully understand their duties and responsibilities with respect to recordkeeping and reporting.

- Attend all required trainings.

- **Qualifications:**
 - Bachelor's degree in Social Work, Psychology, Counseling, or a related field.
 - Previous experience in advocacy, social services, or a related field within a nonprofit organization.
 - Strong interpersonal skills, empathy, and cultural competency to work effectively with individuals from diverse backgrounds.
 - Excellent communication skills, both verbal and written, with the ability to advocate persuasively and diplomatically.
 - Knowledge of community resources, social services, and government assistance programs.
 - Commitment to social justice, equity, and the mission of the nonprofit sector.
 - Ability to obtain a Level V moderate risk public trust government clearance by the United States Government Office of Personnel Management is required for this position.
 - A minimum of two years' previous investigation experience and demonstrated success working with persons with disabilities is a plus.
 - Minimum two years of experience in social services, case management, or representative payee services, preferable in a nonprofit organization.
 - Demonstrated commitment to civil rights of all people and the ability to work with individuals with a variety of disability characteristics and cultural backgrounds.
 - Strong understanding of government benefits programs and regulations related to representative payee services.
 - Excellent organizational skills, attention to detail, and ability to maintain accurate financial records.
 - Empathy, patience, and strong interpersonal skills to work effectively with vulnerable populations.
 - Commitment to ethical standards and client confidentiality.
 - Strong and effective writing, verbal, and negotiating communications skills regarding complex issues to a variety of people.
 - Ability to work independently and as part of a team.

