



POSITION TITLE: Program Coordinator – Representative Payee Program	DATE CREATED: May 16, 2023
POSITION REPORTS TO: Chief Program Officer	DATE MODIFIED:

Position Summary:

The Program Coordinator for the Representative Payee program is responsible for assisting with the daily tasks of managing SSD/SSI funds for clients with mental illness. The Program Coordinator will assess referrals, assist with completing intakes and creating client budgets, and pay bills for clients. This position will also ensure that any changes that may affect a client’s ability to receive benefits are reported to the Social Security Administration. The Program Coordinator will help with bookkeeping for the Representative Payee Program and must have strong customer service skills.

Essential Functions:

- Answer telephone to assist clients with their daily needs and meets with clients in-person, as well as members of their support system (i.e., community case managers, family members, etc.), when necessary
- Utilize QuickBooks Software and online bill pay system to manage client funds and pay client bills
- Facilitate dissemination of annual client satisfaction surveys
- Create and maintain paper files for clients
- Obtain documents from client’s that are required for participation in the program
- Complete intakes and create budgets for new clients
- Gather and organize documents necessary for Social Security Administration audits and recertifications
- Complete all reports required for program
- Document interactions with clients
- Maintain confidentiality of all client information
- Attend all program and staff meetings as required
- Collaborate with Representative Payee Program Team and Chief Program Officer to evaluate program and make changes to program as needed
- All other duties as assigned

Basic Requirements:

- High School Diploma or GED
- Excellent interpersonal skills
- Organized, detail oriented, and strong time management skills
- Flexible and able to adapt to unexpected situations
- Strong written and oral communication skills
- Basic math skills
- Strong computer skills - experience with Excel and QuickBooks is preferred
- Experience working with individuals with mental illness and developmental disabilities is preferred
- Able to work daytime hours, Monday through Friday

Perks:

We are located in Delmar Divine at 5501 Delmar Blvd. Being in this building means not only being able to easily collaborate with other non-profits, but also having access to a café and a fitness center on campus!