



Job Description – Benefits Coordinator

CalAIM / Transitional Rent Program

Overview:

Job Title: Benefits Coordinator

Division: Adult Residential Services Division

Status: Full Time (40 hours), Non-Exempt

Supervisor/ Reporting to: Director, Programs and Strategic Initiatives (CalAIM)

Supervisory Responsibilities: None

Many Mansions, Adult Residential Services Overview

Many Mansions believes that everyone deserves a place to call home. It is from this belief that Many Mansions strives to provide affordable, quality, services-enriched rental housing for formerly homeless and those of very low income in Ventura and Los Angeles Counties. Our Adult Residential Services Division provides a comprehensive program designed to support residents' housing stability and help them achieve economic resiliency, self-sufficiency, social integration, and overall improved wellbeing. Our Supportive Services program is built to support previously homeless residents' transition out of homelessness. The program (operating according to Housing First principles), provides wraparound, on-site support as well as works with an extensive network of external partners that provide residents with additional resources and services. The Community Services program provides additional support to our low-income households through resources referrals, programmatic support, intermittent case management, as needed, and added programmatic support for all residents and clients. The Transitional Rent program is a new Medi-Cal CalAIM initiative that Many Mansions will implement in the County of Ventura in coordination with the County's Managed Care Providers (MCPs) and Ventura County Behavioral Health, and in partnership with an extensive network of external partners. It

will provide housing navigation, tenancy support, resource referrals, and rent subsidies administration to members of the County's MCPs.

Position Description (brief):

The Benefits Coordinator supports program participants — particularly CalAIM-eligible members— in securing and maintaining critical public benefits that promote housing stability, health access, and long-term wellbeing. The highly proficient professional works closely with case managers, housing navigators, and external partners to assist clients with complex applications for Social Security disability benefits, Medi-Cal, and other public assistance programs.

This role serves as a technical resource to staff while also providing direct client support as needed. The Benefits Coordinator ensures applications and documentation meet program and regulatory requirements, including those established by the California Department of Health Care Services (DHCS), Managed Care Plans (MCPs), and contract funders.

Essential Job Duties & Responsibilities:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Benefits Coordinator include, but are not limited to, the following:

1. **Assist members and program staff with applications** for SSI/SSDI, Medi-Cal, General Relief, CalFresh, and other public benefits. Work with Housing Navigators and Stabilizers to gather required documentation (including medical evidence coordination), verify eligibility, and ensure complete and accurate submissions.
2. **Track** application timelines, deadlines, and renewal requirements to prevent benefit loss.
3. **Provide guidance and coaching** to case managers and housing navigators on benefits eligibility and application strategies. Provide periodic trainings or updates on policy or system changes.
4. **Serve as liaison** with Social Security Administration (SSA), county eligibility workers, and managed care plans. Advocate for clients experiencing delays, denials, or administrative barriers. Support appeals and reconsiderations when benefits are denied.

5. **Maintain accurate records** of applications, approvals, and renewals, including HMIS and CalAIM specific data entry. Support reporting requirements and maintain audit-ready files with strong data quality standards. Ensure documentation and service delivery practices comply with DHCS guidance, Managed Care Plan requirements, contract standards, and organizational policies.
6. **Develop internal tools, checklists, and workflows** to improve approval success rates. Monitor outcomes and generate reports on benefit access and retention.
7. **Work collaboratively** with housing and clinical teams to align benefits access with housing stabilization plans.
8. **Provide limited direct case management functions as needed**, including client follow-up, service coordination, appointment support, and participation in case conferencing to advance housing stability goals. Support other resources research and provision.
9. **Maintain routine communication.** Prepare for and attend case conferences. Attend monthly team and department meetings and send daily debrief emails to team members and supervisors as appropriate. Attend all internal department trainings and other professional development opportunities.
10. **Responsible for maintaining confidentiality and professional boundaries** with all clients. **Responsible for responding effectively to crisis situations** using de-escalation techniques, staying current on crisis team protocols and procedures, and completing and submitting incident reports accurately and promptly.
11. Other duties as assigned.

Work Environment

Corporate culture is friendly, mission-focused, and goal-oriented. **Moderate to high stress work pace.** The environment may have frequent interruptions, time constraints, and emotional distress. The noise level is low to moderate.

The environment includes working in close proximity to the home of residents who have been homeless and may be accustomed to street culture. May be exposed to profanity or language of

a sexual nature and will need to be able to positively redirect residents and model professional behavior.

Employees may be in contact with individuals and families in crisis who may be ill, use substances, and/or not be attentive to personal health and safety for themselves. Employees may experience a number of unpleasant sensory demands associated with a resident's use of alcohol and drugs and the lack of personal care.

The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

Should be comfortable working in a pet friendly environment.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Qualifications & Conditions :

Many Mansions welcomes candidates with lived experience.

Education and Experience:

Substantial education and/or experience in the supportive affordable housing area, mental and behavioral health, social services, social work, case management, Public Administration, or a related field. This includes, but is not limited to a combination of experience such as:

- Bachelor's degree *and four years' work experience.*

OR

- Five years of work experience in mental and behavioral health, social services, social work, case management, public administration and/or counseling.

There must be demonstrated knowledge of case management and issues affecting homeless residents with disabilities (mental illness, developmental, etc.) Familiarity with best practices in homeless services, such as Housing First, Harm Reduction, Motivational Interviewing, Strengths-Based Case Management, and Trauma-Informed Care is preferred.

There must be minimum 2 years of experience assisting clients with public benefits or disability applications.

Communication Skills:

Must have excellent communications skills, including but not limited to, the ability:

- To speak, write and read English fluently;
- To speak, listen, and respond effectively and respectfully with and among staff, agencies, residents, and others;
- To engage with persons experiencing homelessness with empathy and a non-judgmental attitude, utilizing culturally responsive approaches.
- An ability to converse in Spanish is highly preferred.

Knowledge & Skills:

- Working knowledge of SSI/SSDI, Medi-Cal, and public benefits systems.
- Familiarity with CalAIM Community Supports or similar managed care programs preferred.
- Strong organizational, documentation, and compliance skills.
- Ability to interpret regulations and communicate clearly to clients and staff.
- Strong advocacy, collaboration, and problem-solving abilities. Demonstrated ability to develop and maintain strong relationships with external agencies is highly preferred.
- Excellent organizational skills, attention to details, and strong documentation skills.
- Must have a strong work ethic and initiative. Additionally, must thrive in a fast-paced and rapidly growing organization.

Computer Skills:

Proficiency in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook) is required. Proficiency with data management programs and the County of Ventura’s HMIS program preferred.

Driving:

Driving is required for this position. Therefore, the applicant must have the legal ability to drive a motor vehicle in California, proof of a valid California driver’s license, and adequate motor vehicle insurance.

Mathematical & Reasoning Skills:

Excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills, the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit, drive, use hands to finger, handle, or feel objects, tools and/or controls, talk and hear. The employee is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The employee must be able to lift and/or move up to 20-40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

Other Skills and Requirements:

- Maintain and execute confidential information according to HIPAA standards.
- Have or acquire knowledge of the social service programs and providers within Ventura County.
- Knowledge of interviewing and assessment techniques and deescalation and crisis management techniques highly preferred.
- Obtain and maintain CPR/First Aid Certification.

MANY MANSIONS IS AN EQUAL OPPORTUNITY EMPLOYER

Selection will be based solely on merit and will be without discrimination in our employment practices, including compensation, against any employee or applicant because of race, religion, national origin, ancestry, sex, sexual orientation, gender identification, transgender status, sex stereotypes, age, physical handicap, mental disability, medical condition, marital status, domestic partner status, pregnancy, childbirth and related medical conditions, citizenship, and political affiliation or belief.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the job. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

Certifications

A copy of this Job Description was given to the staff member.

Date: _____

Supervisor or Human Resources

I received a copy of this Job Description.

Date: _____

Staff Member