Family Service Society
of Yonkers

P.O. Box 437
Yonkers, New York 10703-0437
Telephone (914) 963-5118
Fax (914) 963-4313
www.fssy.org

JOB TITLE: **Public Benefits Specialist**
REPORTS TO: **Co-Directors of Guardianship**
FSLA STATUS: Full-Time

Family Service Society of Yonkers (FSSY) is a community-based nonprofit organization that has served residents of Westchester and surrounding areas for over 140 years. We provide comprehensive services and programs for individuals and families of diverse backgrounds and ages.

The **Public Benefits Specialist** is responsible for identifying, securing, maintaining, and advocating for public benefits and entitlements for incapacitated adults served by Family Service Society of Yonkers (FSSY) through its Guardianship Program. The Specialist works with agency care managers, finance department and attorneys; healthcare providers, government agencies; and other service partners to ensure that each ward receives all benefits and resources for which they may be eligible.

The position requires strong knowledge of New York State and federal public benefit programs, excellent case-management, and the ability to navigate complex benefit systems. The Specialist will play a key role in protecting the financial stability and quality of life of FSSY's wards by addressing benefit denials, interruptions, eligibility issues, recertifications, and other barriers to accessing essential services.

RESPONSIBILITIES:

- Review relevant case records and documentation for newly assigned and existing guardianship cases.
- Apply for benefits and entitlements, including Medicaid, SSI, SSDI, SNAP, and Medicare
- Complete applications, recertifications, renewals, redeterminations, verifications, and changes in circumstances.
- Monitor benefit status and follow up with government agencies to prevent unnecessary interruptions or loss of benefits.
- Advocate with Social Security Administration, Department of Social Services, Medicaid, and other governmental entities on behalf of wards.
- Assist with cases involving PRUCOL and other immigration-related public benefit eligibility issues, in coordination with appropriate legal resources.
- Prepare and submit requests for New York State fair hearings and other administrative appeals when appropriate.
- Monitor applicable deadlines and request continuation of benefits when available.
- Obtain and review relevant agency case records and documentation.
- Prepare supporting documentation, statements, and evidence for hearings and appeals.
- Represent agency/wards at administrative hearings, when appropriate.
- Maintain complete documentation of advocacy activities and outcomes.
- Participate in applicable case conferences
- Maintain accurate, timely, and comprehensive case records consistent with FSSY policies and guardianship requirements.
- Document applications, contacts, submissions, agency decisions, appeals, hearings, and outcomes.
- Maintain tracking systems for applications, recertifications, appeals, fair hearings, and other time-sensitive matters.
- Prepare reports and case summaries as requested by program leadership.
- Supervise Benefits Administrator
- Other duties as assigned.

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Required

- Bachelor's degree in social work, human services, public administration, or a related field; equivalent relevant experience may be considered.
- Three or more years of experience working with public benefits, benefits advocacy, case management, social services.
- Demonstrated knowledge of public benefit programs, particularly Medicaid, SSI/SSDI, and SNAP.
- Strong understanding of New York State public benefits systems and eligibility processes.
- Experience navigating government agencies and resolving complex client benefit issues.
- Excellent written and verbal communication skills.
- Strong organizational skills and the ability to manage multiple cases, deadlines, and priorities.
- Ability to work independently while functioning effectively as part of an interdisciplinary team.
- Strong computer skills.

Preferred

- Experience with New York State fair hearings and administrative appeals.
- Experience with Medicaid eligibility and complex Medicaid cases.
- Knowledge of PRUCOL and public benefit eligibility for individuals with complex immigration circumstances.
- Experience in a guardianship, legal services, behavioral health, or supportive housing setting.
- Familiarity with Westchester County and New York City social service systems.
- Bilingual English/Spanish skills are a plus.

Benefits:

- Medical Insurance (eligible after 30 days)
- Dental, vision, life insurance and disability coverage
- Generous Paid Time Off (Vacation, Personal, Sick, Holidays)
- 403B Retirement Plan
- Pension Plan with 5% employer contribution after 1 year of employment
- Employer-paid parking
- Employee Assistance Program

Compensation:

- $65,000-$70,000/Year

To apply, send your resume to humanresources@fssy.org

Revised 10/26