POSITION: Staff Advocate/Investigator (PABRP)

REPORTS TO: Legal Director and PABRP Coordinator

LOCATION: Phoenix (preferred), Tucson or Flagstaff

DEADLINE: Open until filled

Position Overview and Responsibilities:

The Arizona Center for Disability Law (ACDL) is hiring a Staff Advocate/Investigator to work under the Protection and Advocacy for Beneficiaries with a Representative Payee (PABRP) grant by the Social Security Administration (SSA). The SSA appoints a representative payee when a beneficiary is unable to manage their benefits payments. Under the PABRP grant, the Staff Advocate/Investigator is responsible for conducting methodical, objective reviews of individuals and organizations who serve as representative payees to ensure that beneficiaries’ funds are being appropriately managed. Work under the PABRP grant is highly specialized and on-the-job training will be provided to help staff develop necessary program-specific knowledge and competencies, but all new hires must already have the minimum education, skills, and experience outlined below.

Per SSA guidance, all review components are currently completed remotely. As COVID-19 protocols continue to ease, however, the SSA may require that PABRP staff visit congregate living facilities and meet with interviewees in person. As a result, new hires must be able and willing to travel throughout the State and complete in-person reviews if ACDL is instructed to do so by the SSA.

Essential Functions:

Staff Advocates/Investigators are expected to be able to independently complete all of the following components of the representative payee review process:

1. Initiating the review process by calling payees and beneficiaries, providing background information on ACDL’s relationship with the SSA, and scheduling an interview for a later date;
2. Draft confirmation letters to all review participants;
3. Use a standardized form to interview payees about their accounting practices and other duties. Provide training as needed to representative payees on how to fulfill their responsibilities;
4. Conduct a full review of all financial records maintained by the payee to confirm the funds they oversee are being used correctly on behalf of the beneficiaries they
serve. Review and analyze financial records to assess violations or potential incidents of mismanagement of beneficiary funds;

5. Input data obtained from bank statements, ledgers, invoices, and receipts into an Excel spreadsheet that summarizes all expenditures made on behalf of beneficiaries for a twelve-month period;

6. Tour the beneficiaries’ living areas and/or worksites for possible health and safety violations, and/or instances of abuse, neglect or exploitation (frequent sites include group homes for people with developmental disabilities, private residences, long-term care facilities, assisted living centers, behavioral health residential facilities, and adult foster care homes). Document observations, and collect evidence and information as necessary;

7. Use a standardized form to interview beneficiaries to confirm their needs are being met;

8. Synthesize all information gathered during the review and write a report identifying any issues or deficiencies with a payee's performance and the unmet needs of the beneficiaries;

9. Write a corrective action plan for payees outlining the issues found during the review and the steps they need to take to improve their performance. Follow-up with the payee to confirm the recommended changes have been made; and

10. Collaborate with the PABRP team regarding ongoing reviews;

Staff will also be required to:

1. Ability to obtain level 5 government clearance by the United States Government Office of Personnel Management is required for this position.

2. Ability to maintain confidentiality and be discreet with highly sensitive and confidential information.

3. Ability for statewide travel including occasional overnight stays. Occasionally work long hours and/or weekends.

4. Interact with people with disabilities.

5. Communicate effectively.

6. Input and access data in the required databases.

7. Conduct community outreach and education;

8. Provide information and assistance to ACDL clients in adherence with agency standards on an ongoing basis;

9. Provide input in the planning and evaluation of the work of the agency as needed; and

10. Comply with Social Security and ACDL protocols.

**Minimum Education, Skills, and Experience:**

1. Bachelor’s degree in social service or law-related discipline, or equivalent.

2. A minimum of two (2) years previous experience conducting monitoring/compliance visits of health care facilities, investigations, or audits.

3. Experience conducting investigations and interviews, such as those performed by law enforcement, program monitors, auditors, compliance evaluators, or
other types of investigations;
4. Demonstrated experience working or interacting with individuals with disabilities.
5. Strong verbal and written communications skills. Candidates may be asked to submit a writing sample to demonstrate their professional writing abilities.
6. Demonstrated experience working independently, both in the office and out in the field, with minimal direct supervision.
7. Demonstrated understanding of basic accounting principles and the ability to reconcile representative payee ledgers and bank statements.
8. Experience working with or sensitivity to individuals from ethnic or language distinct communities. Candidates must value and respect people from an array of diverse backgrounds with a variety of viewpoints, traits and experiences.
9. Detail oriented and well organized.
10. Demonstrated ability to handle multiple priorities and demands.
11. High energy, positive attitude, flexibility, and ability to work collaboratively.
12. Proficient typing and computer skills, including working knowledge of Microsoft Word, Microsoft Excel, and Adobe Acrobat Pro.

Desirable Qualifications:

1. Life experience with disability.
2. Knowledge of federal disability benefit programs (i.e. Social Security Disability Insurance and Supplemental Security Income), housing, employment or wage laws.
3. Experience reviewing financial, disability related benefits, or medical records or other clinical documents.
4. Two years paid work experience investigating allegations of abuse, neglect, or crimes against persons with disabilities.
5. Knowledge of the health care delivery system (e.g., licensing, hospital administration, long-term care) or abuse response systems (Adult Protective Services, law enforcement, criminal justice, victim’s rights, etc.).
6. Experience in the disability rights movement and/or extensive contacts in the disability community.
7. Ability to effectively communicate in Spanish, ASL, or other languages other than English.

Disclaimer

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Management reserves the right to modify or rescind this position description at any time, with or without prior notice. ACDL values
diversity and strongly encourages and welcomes people of color, people with disabilities, members of the LGBTQ community and people with diverse life experiences and backgrounds to apply. EOE.

If you need a reasonable accommodation during the application process, please contact Natalie Luna Rose at nlunarose@azdisabilitylaw.org

**Working Conditions**

COVID-19 Notice: ACDL is committed to providing a healthy and safe environment for our employees and the people we serve. Due to the ongoing COVID-19 pandemic, most ACDL staff are working remotely and our offices are currently closed to the public; Travel and in-person meetings have been significantly limited.

As a result, candidates for this position will be interviewed telephonically or via videoconferencing.

**Compensation**

The salary range for this position is $47,000-$55,000 based on experience with additional compensation provided for language skills and advanced degrees in a related field. ACDL also offers a competitive benefits package that includes generous leave, health, dental, life insurance, and a 401(k) retirement plan. ACDL observes all federal holidays.

Send resume, cover letter, and a list of a minimum of three professional references to J.J. Rico, Chief Executive Officer, Arizona Center for Disability Law, 177 N. Church Ave, Suite 800, Tucson, AZ 85707, center@azdisabilitylaw.org. Two of your three references must be current or former supervisors. **In your cover letter, you must clearly explain how your experience relates to the essential functions of this position and how you meet the minimum and any of the desirable qualifications noted above.**