



## **VECRA is seeking a Full-Time CASE MANAGER**

VECRA, Inc. has a requirement for a Case Manager to support operational facilities in Baltimore, MD. The Case Manager will coordinate with all parties involved and provide well-structured and complete applications for Social Security Disability Benefits that will bring applications to fruition.

### **ROLES and RESPONSIBILITIES**

The principal responsibilities of Case Manager are centered on providing participants with support and expertise to build complete and accurate case files to supplement or begin their successful application process for SSI/Disability. Case Managers on the MD DBAP project act as a liaison between disabled customers and the Social Security Administration, advocating on customers' behalf to obtain approval for Social Security Disability Benefits. Daily functions include such activities as scheduling and conducting interviews to determine medical eligibility, coordinating receipt and delivery of medical and other pertinent records, and conducting follow up with customers, medical treating sources, MD Department of Social Services, and the Social Security Administration as needed to support the TCA, TDAP, and PAA (cash assistance) population of Maryland in obtaining much needed long - term disability benefits that provide them with additional financial stability and support.

- Schedule and maintain a schedule of case screenings and follow - up with SSDI application entities
- Complete face to face and phone interviews for SSDI case screenings and applications
- Review SSDI process and documents with customers, set expectations and encourage communication
- Review all provided documentation and screening details and provide accurate assessment of the customer's eligibility for Social Security Disability Benefits
- Obtain signatures on all necessary authorization and acknowledgement forms
- Obtains any medical documentation not yet provided
- Encourage customers participation in the active retrieval of all medical documentation
- Coordinate with customer, medical treatment sources, and the Social Security Administration's Disability Determination Services



- Data entry and scanning/sorting of all case documents
- Review all medical records received from treating sources to ensure accuracy of patient information
- Utilizes documentation to supplement or construct case files
- Perform timely and regular follow up with Social Security Administration and Disability Determination Services
- Contact claimants to obtain additional customer information when needed
- File all paperwork with Social Security in a timely manner
- Considers customer's need for expeditious support
- Recognize operational improvements and suggest and coordinate process changes with Supervisor
- Support other staff with caseload as time allows
- Maintain a clean, orderly workspace in compliance with all privacy regulations
- Communicate via in - person meetings, telephone conversations, and email with all project stakeholders in a compassionate and professional manner
- Support management team, co - workers, and customers with regular and predictable attendance
- Provide additional support to Case Manager and MD Management team as Needed
- Perform other duties as assigned by leadership

#### **QUALIFICATIONS:**

- 3+ years of similar work experience in Case Management and/or Customer Services, experience with Social Security Administration disability or similar human services experience preferred
- Demonstrated teamwork skills
- Excellent verbal and written communication skills
- Must be a US citizen
- Ability to work as a team member, as well as independently
- Ability to self - start, take ownership of processes and motivate others to do same
- Background check required



## **DESIRED SKILLS**

- Attention to detail
- Ability to perform comfortably in a fast - paced, deadline - oriented work environment
- Ability to manage and prioritize caseload
- Critical thinking
- Excellent written and verbal communication and interpersonal skills
- Organizational skills
- Strong computer skills including Windows and Microsoft Office

## **EDUCATION**

Associate's/Bachelor's Degree preferred with Case Management Experience

High school diploma or GED required

## **OTHER**

**Req #:** 004-M2

**Shift:** Days; 8:00am – 5:00pm

**Schedule:** Monday – Friday

**FLSA:** Non-exempt

**Pay Range:** \$18-19/hour

**Location | Place of Performance:** USA\Maryland\Baltimore

**Telework or Virtual:** Yes

**Other:** Onsite training required. 100% remote thereafter. The government may require a return to onsite work in the future

**Req Type:** Full-Time, 40 hours



## **BENEFITS**

We offer a competitive benefits package for full-time employees to include paid holidays, paid time off, medical, dental, short and long-term disability.

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VECRA, Inc. is an equal opportunity and affirmative action employer. VECRA is committed to administering all employment and personnel actions on the basis of merit and free of discrimination based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability. VECRA maintains a drug-free workplace and performs pre-employment substance abuse testing and background checks, where permitted by law.

Email Resumes and Inquiries to: [Info@vecrainc.com](mailto:Info@vecrainc.com)