

FAMILY SERVICE FOUNDATION, INC.

JOB DESCRIPTION

Job Title	Entitlements Manager	Job Code	010-06
Department	Finance	Supervisor	Chief Financial Officer
Minimum Education Level	Bachelor's Degree	Date Updated	October 2022
Work Schedule	Full Time	Salary	\$40,000 - \$55,000

POSITION SUMMARY:

The Entitlements Manager will serve as a member of the Finance Department team and will be responsible for the management and reconciliation of all client funds for both the Development Disabilities and Behavioral Health programs, as well as coordinating various benefits to which individual clients may be entitled. She or he will be expected to assist the CFO in regular audits by the State of Maryland and the Social Security Administration.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

General Entitlements Management

- Serves as the organizational Representative Payee for Social Security (SSI and SSDI) benefits;
- Maintains client's vital records (i.e., birth certificates, Social Security cards, medical records);
- Coordinates entitlement benefits for residential clients in all applicable counties, including applying for and recertifying benefits related to the Food Supplement program, Supplemental Security Income, Social Security, Public Assistance for Adults, Temporary Disability Assistance Program, Housing and Urban Development, Medicare, Medicaid, private health insurance, and Veterans Administration benefits;
- Applies for benefits for new clients.
- Maintains client bank accounts (i.e., deposits, withdrawals, tracking receipts for all client monies).
- Balances client bank books based on quarterly statements.
- Keeps all client insurance information current.
- Pays client bills.
- Files documentation in client files.
- Adheres to the policy and procedure regarding the distribution of client funds.
- Prepares all required reports for Social Security and Medical Assistance
- Other duties as assigned.

Administration

- Manages and reconciles bank/RFMS disbursement accounts for client funds;
- Maintains burial and Trust accounts for eligible clients.
- Processes and audits monthly personal need requests from program managers.
- Reconciles clients' funds when managers or clients leave the program.
- Provides annual reports for all HUD housing residents.
- Leads in development of and trains new staff on FSF entitlement processes and procedures.
- Ensures that clients' assets do not exceed \$2,000.
- Maintains invoices and records for a minimum of seven years for auditing purposes.
- Assists in regular audits.

JOB REQUIREMENTS

- Bachelor's Degree from an accredited college or university.
- At least one year of experience with entitlement administration and organizational Representative Payee management, preferably related to State of Maryland programs.
- Documented experience negotiating with the Social Security Administration on behalf of clients.
- Valid driver's license and clear driving record.

Employee Name:	
Employee Signature:	
Supervisors' Name:	
Supervisors' Signature:	
Date:	