**Job Title**  
Social Services Specialist

**Employer/ Agency**  
Devoted Health

**Job Description**
Social Services Specialists play a key role in supporting members to access the care they want, need, and deserve. You’ll get really good at understanding members’ needs and knowing which programs, resources, and internal teams can help address them. You’ll be an important part of helping us connect members with local social services through outreach and follow-up communication. And you’ll demystify often confusing processes like enrolling in Medicaid by assisting members during the application process.

This is a fast paced company that will come with ebb, flows, and last minute changes. A successful candidate will be outgoing, detail-oriented, and have a natural desire to help people. We often require management of several tasks at once so enthusiasm and organization are key.

**Responsibilities will include:**
- Triaging incoming referrals for members with social needs.
- Updating an internal resource library to address those social needs (i.e., transportation, financial, food, medication discounts, support groups).
- Calling a subset of members directly in all of our states and connecting them to community services.
- Reaching out to local organizations to ensure members are receiving appropriate support
- Completing the necessary paperwork (i.e. Medicaid applications and referral forms) required to enroll in public and community programs
- Working hand-in-hand with other Devoted teams to address member needs.
- Providing operational and administrative support across the team.

**Attributes to success:**
- Great communication skills - you’ll be talking and emailing with a lot of different stakeholders
- Things move swiftly at a startup - enjoying a fast paced environment is key
- Understanding urgency and having the ability to juggle multiple priorities
- You follow up relentlessly
- You can see the process and ways to make it better
- Ability & agility to multitask - you may be asked to do several things and need to change plans mid day
- You’re a great team player with a can do attitude

**Qualifications**
- Fully bilingual in both English and Spanish
- 3+ years administrative/office experience
- Previous experience in social services a plus
- Proficient in technology - you’ll be working with lots of new tools
- A history of being organized and having high attention to detail - it’s the little things that matter
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<thead>
<tr>
<th><strong>Salary/Hours</strong></th>
<th>Full Time</th>
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<tbody>
<tr>
<td><strong>Employer/Agency</strong></td>
<td>Devoted Health</td>
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<tr>
<td><strong>City, State, Zip</strong></td>
<td>Houston, TX</td>
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<tr>
<td><strong>Contact Person</strong></td>
<td>Samantha Clark</td>
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<tr>
<td><strong>Contact Title</strong></td>
<td>Head of Community Initiatives</td>
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<tr>
<td><strong>Email Address</strong></td>
<td><a href="mailto:sam.clark@devoted.com">sam.clark@devoted.com</a></td>
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<td><strong>Opening Date</strong></td>
<td>Immediate</td>
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</tbody>
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