

Information and Referral Specialist

TIME: Part-time/20hrs/morning
BENEFITS: Health, Dental, Cafeteria Plan
SALARY RANGE: \$13/hr.
STATUS: Non-Exempt
REPORTS TO: Lead Independent Living Specialist



Independence, Inc.
2001 Haskell Ave.
Lawrence, KS 66046

GENERAL JOB DESCRIPTION

This position supports the mission of Independence, Inc. by providing comprehensive, accurate, and timely information or referral to consumers and staff. This position will collect and maintain information about community resources. They will often be the first contact for potential consumers of Independence, Inc. and will present Independence, Inc. in a way to assure, comfort, and instill confidence in Independence, Inc. as a service provider. All work will be conducted complementary to the spirit and intent of the independent living philosophy.

DUTIES AND RESPONSIBILITIES

Information and Referral Services

- Serve as the first point of contact for the agency by greeting the public entering our office building and answering all phone calls that come through the automated phone system.
 - Provide information and referral services to consumers and others in a comprehensive, accurate, and timely manner. Stay in contact with the consumer if answers cannot be provided in the initial contact.
 - Make decisions for referral to staff or other organizations based on consumer requests and available services.
 - Answer Independence, Inc. staff requests for information or research in a professional manner. Stay in contact with staff if answers cannot be provided in initial contact.
- Keep appropriate records and submit required reports in a timely and professional manner. This includes consistent entry of information and referral services in the agency database; monthly completion of a Time and Effort Report, a monthly Center Report, and other reports as needed.
- Provide input on resource list on the company website and contribute information to the resource list on the shared drive.
- Update agency staff when new resources are listed on the company website and shared drive.
- Maintain appropriate interpersonal relationships with employees, peers, and consumers.
- Provide systems advocacy as opportunities arise or as requested by supervisor.
- Other duties as assigned.

REQUIRED QUALIFICATIONS

- Bachelor's degree in a related field and/or a minimum of two years' experience in social services.
- Demonstrated commitment and ability to work with individuals with disabilities.
- Demonstrated ability in file maintenance.
- Computer skills.
- Demonstrated written and oral communications skills.
- Ability and willingness to work cooperatively with others.
- Demonstrated knowledge of community resources.
- Knowledge of techniques to calm, reassure, and build confidence in others.
- Ability to take initiative.

PREFERRED QUALIFICATIONS

- Qualified person with a disability
- Experience working with other community agencies.
- Knowledge of disability issues faced by individuals.
- Knowledge of the independent living philosophy.
- American Sign Language proficiency.

All programs and employment positions of Independence, Inc. are open to all members of the community, without regard to race, color, creed religion, national origin, sex, age, marital status, sexual orientation, economic status, or disability. The Americans with Disabilities Act of 1990 protects the rights of people with disabilities to equal employment opportunities. Arrangements will be made if you have a disability that requires an accommodation in completing any part of the employment process. A request for an accommodation will not affect your opportunities for employment. It is your responsibility to make your needs known. Call 785/841-0333.