**JOB DESCRIPTION**

**POSITION:** Intake Specialist

**SALARY:** Full-time (37.5 hour workweek), non-exempt position. Full medical benefits package, paid holidays, sick leave, vacation leave, and personal day. $18.00 to $21.00 per hour.

**DESCRIPTION OF POSITION:**

The Intake Specialist is under the supervision of the Deputy Director. The Intake Specialist is responsible for assisting persons with disabilities (PWD) in receiving all mandated core services, which will enable PWD to live more independently in the community. The Intake Specialist assists all incoming calls, e-mails, and walk-ins to assess individual needs. Staff provides resources and information to each individual; and refer individuals in need of case management service to in-house departments. Intake Specialist provides direct information & referral services to callers and walk-ins. Intake Specialist assists with outreach events and consults with supervisor on complex referrals. In addition, the Intake Specialist may assist with various support such as coverage for the front desk and assembly of marketing materials.

**DUTIES INCLUDE:**

1. Conducting intake and assessments of all individuals seeking independent living services.
2. Provides direct Information & Referral (I&R) services on a daily basis to PWD, their families, and the general public.
3. Determine service needs and refer individuals to the appropriate internal or external resource.
4. Provide in-house referrals to all core service programs including I&R, Personal Assistant Services (PAS), Housing Services, Advocacy, Peer Support, Transitions Services, Assistive Technology Services, and Independent Living Skills Training.
5. Provide detailed case notes on intake referrals to ensure referral information is clearly understood.
6. Assist with community training, outreach, and in-services (as needed).
7. Complete in a timely manner all necessary case documentation, outreach activities, I&R services, and required reports.
8. Ensure intake information is accurate, thorough, and completed in a timely manner.
9. Participate in Systems Change activities for the agency.
10. Carry out all other duties as assigned by supervisor.

**QUALIFICATIONS:**

1. At least two years of experience working with PWD and/or in a social services field.
2. Bachelor’s degree in social work, counseling or related field is preferred. Experience may be substituted for education.
3. Ability to relate and communicate with PWD and their families.
4. Be self-motivated with good verbal, written, and organizational skills.
5. Good computer, typing, and e-mailing skills.
6. Ability to cope with a moderate to high level of stress.
7. Ability to handle high call volumes and organize the returned calls efficiently.
8. Must have the ability to write and document clear case notes.
9. Familiar with resources for PWD.
10. Must have the ability to travel as needed.
11. Must have an understanding and commitment to implement the independent living philosophy and empower PWD to living more independently.
12. Ability to identify problems, collect data, and interpret information.
13. Must exercise initiative, confidentiality, and sound judgment in technical matters and workload coordination.
14. Ability to work positively with other staff and the community.

**Preferences**

* Life experience with a disability
* Ability to speak Spanish
* Knowledge of American Sign Language

**PHYSICAL AND EMOTIONAL DEMANDS**

The physical demands of the position are representative of the duties listed above, and essential for the employee to perform. Must be able to remain in a seated position for an extended period. Must be able to operate a computer, key board, phone, and monitor for an extended period. The person occasionally needs to move about the office to access file cabinets, office machinery, etc. Constantly operates a computer and other office machinery.

The emotional and stress demands of the position are representative of the duties listed above, and essential for the employee to perform. Must be able to handle moderate to high levels of stress during times of high call volume. Communication and behavioral styles vary, and the employee must be able to adjust with these styles during grant and reporting deadlines.

ILC of Kern County is an equal opportunity employer committed to hiring staff who reflect the diversity of our community. Persons with disabilities are encouraged to apply. Reasonable accommodations will be made for qualified individuals with disabilities to perform the essential functions of the position.

**Please submit cover letter and resume to the Executive Director:** [**jimmie@ilcofkerncounty.org**](mailto:jimmie@ilcofkerncounty.org)

Position Open Until Filled