# Information and Referral Specialist, Kansas City Ks

**TIME:** Full Time
**BENEFITS:** Health, Dental, Cafeteria Plan, Simple IRA
**SALARY RANGE:** $20/hr.
**STATUS:** Non-Exempt
**REPORTS TO:** Core Service Manager

**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 at our front desk.
    - Provide information and referral services to consumers and others in a comprehensive, accurate, and timely manner.
    - Respond to messages coming in through the organizations website via the chat feature.
    - Respond to self-intakes coming into the organization through the website link or QR code.
    - Provide timely follow-up with the consumer if complete information cannot be provided during 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.
- Complete data entry of consumer intake, goal, and service information in agency database.
- 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.
- Compile monthly Board Packets and distribute to company and board members
- Have knowledge and understanding of local disability/social service resources; provide input for the resource list on the company website and contribute information to the resource list on the 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 data entry.
- 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 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.*