



POSITION DESCRIPTION

JOB TITLE	DEPARTMENT	HIRING MANAGER
Information and Referral/Receptionist	Independent Living Grant	Services Coordinator
CLASSIFICATION/POSITION	HOURS PER WEEK	START DATE
Part-Time Equivalency (PTE)	20 hours per week	
EMPLOYEE'S NAME	WAGE ALLOCATION	BASE PAY OR HOURLY WAGE

WORKDAYS

Work Schedule 11:30 am-3:30 pm 4-hour work period

<input checked="" type="checkbox"/> Monday	<input checked="" type="checkbox"/> Tuesday	<input checked="" type="checkbox"/> Wednesday	<input checked="" type="checkbox"/> Thursday	<input checked="" type="checkbox"/> Friday	<input type="checkbox"/> Saturday	<input type="checkbox"/> Sunday
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MANAGEMENT RESPONSIBILITIES

<input checked="" type="checkbox"/> None	<input type="checkbox"/> 1-5 People	<input type="checkbox"/> 6-10	<input type="checkbox"/> 11-15	<input type="checkbox"/> 16-25	<input type="checkbox"/> 26-50	<input type="checkbox"/> Over 50
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FUNCTION

The Information and Referral/Receptionist position will be the first line of contact with potential consumers and provides accurate and timely information to consumers and staff. The Information and Referral Specialist also organizes resource information, helps maintain and keep current resource information. The Information & Referral Specialist makes referrals to both Beyond Barriers staff and to other organizations. Information & Referral Specialist conducts follow-up calls with consumers to offer additional information if needed. The position requires knowledge of disability issues, the independent living philosophy and the five core services.

EDUCATION REQUIREMENTS

<input checked="" type="checkbox"/> High School	<input type="checkbox"/> Vocational Training	<input type="checkbox"/> Undergraduate Degree	<input type="checkbox"/> Master's Degree
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- Attend all mandatory agency trainings required by Beyond Barriers management

RESPONSIBILITIES

- Identify, coordinate, and deliver Information and Referral (I&R) services.
- Monitor employee schedules.
- Answer consumer calls for information in a professional manner.
- Provide information to consumers in an accurate and timely manner.
- Responds to callers utilizing listening skills and problem-solving techniques.
- Conducts follow-up on all I&R calls that require additional information and complete documentation.
- Act as the primary I&R lead.
- Provide training and support for other staff identified as I&R back-up.
- Make referrals to staff or other organizations based on consumer requests and available services.
- Answer staff requests for information or research and update staff on new information/resources.
- Meet on a regular basis with I&R Team to assess service delivery and outcomes measurement data.
- Provide quality assurance for all Information and Referral entries in CIL Manager.
- Conduct consumer surveys by telephone.
- Serve as a consumer advocate, assisting consumers as they access Beyond Barriers programs.
- Assist and advocate for the development of new programs/services for persons with disabilities to enhance independent living and consumer choice.
- Other duties or projects as assigned.

TECHNICAL SKILL REQUIREMENTS

- 2 years of experience using windows based personal computers (PC)
- 2 years of experience using Microsoft – Word, Excel and Access applications
- 2 years of experience working with people with disabilities
- Must be able to multi-task and use all general office equipment
- Possess the ability to communicate both verbally and in writing
- Knowledge of standard formats for letters and reports
- Must possess excellent communication and interpersonal skills
- Believes in and promotes the Independent Living Philosophy

PREFERRED QUALITIES

Six months of experience in general office, clerical or administrative support work. Education may be substituted for experience as determined relevant by the agency.

Employee Signature

Date

Employer Signature

Date