


JOB TITLE: INTAKE & SELF-ADVOCACY SPECIALIST	SOC CODE:	FLSA CLASSIFICATION: NON-EXEMPT
OFFICE LOCATION: HYBRID OR REMOTE	REPORTS TO: LEGAL DIRECTOR	
STATUS: FULL TIME OR PART TIME		
NORMAL WORK HOURS AND DAYS: REGULAR OFFICE HOURS ARE 8:00 AM TO 4:30 PM MONDAY THROUGH FRIDAY. PERIODICALLY REQUIRED TO WORK OVERTIME TO COMPLETE WORK RESPONSIBILITIES.		
APPROVED BY: 		DATE: 7/21/2023

Under the supervision of the Legal Director, the Intake & Self-Advocacy Specialist is responsible for intake, information and referral, self-advocacy support, and outreach services to Alaskans with disabilities. The Intake & Self-Advocacy Specialist coordinates and conducts intake and outreach – virtually, as well as at locations in Anchorage and in communities across the state. They also assist with other advocacy activities of the agency and support a positive office environment for staff and clients of the Disability Law Center.

ESSENTIAL AND RELATED FUNCTION STATEMENTS--Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

- ☐ Conduct intake interviews for individuals seeking assistance from DLC. This includes maintaining a log of all incoming requests for assistance, prioritizing requests for follow-up, and responding to all requests in a timely manner. Intakes are primarily done virtually via phone or email, but may be done in person at the office or at other locations as needed.
- ☐ Evaluate issues presented by people requesting assistance to determine if the issue is disability-related, and whether or not it may fit within DLC's determined priorities and objectives.
- ☐ Collect accurate and complete information from people contacting DLC and log the information promptly in our database system.
- ☐ Maintain thorough and current knowledge of appropriate community resources for agency applicants, clients and families; keep up to date paper and website materials to send or email to callers.
- ☐ Provide appropriate information and referrals for clients, families of people with disabilities, service providers, and the general public.

- ❑ Maintain the security of confidential records, and identify potential conflicts of interest in the intake process
- ❑ Encourage and guide applicants and clients to utilize self-advocacy where appropriate;
- ❑ Develop and maintain effective working relationships with service providers, other agencies, public and private organizations, and the community at large with regard to rights of people with disabilities;
- ❑ Prepare and maintain training materials and deliver presentations, trainings and workshops on a variety of subjects pertinent to persons with disabilities, their families, service providers, and the community
- ❑ Represent DLC at community events, both virtually and in-person, as assigned. Distribute DLC publications and discuss our services with people with disabilities and the general public at these events.
- ❑ Other duties as assigned.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Education and/or Experience:

Minimum: High school diploma or its equivalent with five years applicable experience ; preferably working with people with disabilities;

Preferred: Bachelor's degree from an accredited college in social work, or other related field, or equivalent professional experience, preferably working with people with disabilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential function and preferably can also perform other tasks satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Skills, Knowledge and Abilities

- ❑ Digital Proficiency in Windows operating system, Microsoft Office 365 (Outlook, Word, Excel, and Teams), internet, e-mail, video conferencing software, and data entry.
- ❑ Knowledge of disability rights, inclusive language, and trauma-informed services.
- ❑ Strong organizational skills.

- ❑ Ability to work with individuals in crisis, under stress, and callers with challenging behaviors.
- ❑ Ability to prioritize between multiple, conflicting tasks.
- ❑ Ability to communicate effectively both orally and in writing.
- ❑ Ability to maintain client and staff confidentiality.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ❑ While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee is rarely required to stand or walk as a routine function of the job. Computer/keyboard and telephone skills are a frequent function. The employee is rarely required to stoop, kneel, crouch, or crawl.
- ❑ The employee may occasionally lift and/or move up to 10 pounds, rarely lift and/or move up to 25 pounds and is never required to lift and/or move up to 50 pounds.
- ❑ Specific vision abilities required by this job include close vision to view the computer monitor. Distance vision is required to drive occasionally to offsite meetings. Therefore, color vision, peripheral vision and depth perception are required for driving.

Environmental Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a climate controlled administrative office environment with moderate noise level.

ADA:

The employer will make reasonable accommodations in compliance with the Americans with Disabilities Amendments Act of 2008.

OSH Act:

An Intake & Self-Advocacy Specialist is not to handle any human body fluids, biological agents, laboratory chemicals, or be exposed to hazardous materials such as noise, asbestos, or carcinogens.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.