Job Description
Intake Specialist

ABOUT DRCT

Established in 2017, Disability Rights Connecticut (DRCT) is the Protection and Advocacy (P&A) office for Connecticut, designated by the Governor to advocate, educate, investigate and pursue legal, administrative, and other appropriate remedies to advance and protect the civil rights of citizens with disabilities to participate equally and fully in all facets of community life in Connecticut. Through litigation, advocacy, policy advocacy and public education, DRCT works to protect and improve the lives of people with a variety of disabilities including intellectual, psychiatric, and physical disabilities. Issues include access to and quality of treatment and support services, community inclusion, accessibility and reasonable accommodation, assistive technology, employment, housing, education, and voting. As the federally designated protection and advocacy system for Connecticut, we also monitor institutions and service providers and conduct investigations to ensure people with disabilities are not at risk of neglect or abuse. DRCT is a statewide, private nonprofit agency funded primarily by federal grants.

POSITION OVERVIEW

The Intake Specialist screens all incoming requests for assistance received by DRCT and provides high quality information, referral, and technical assistance to individuals with disabilities, their families, and the community. This individual also works with other DRCT team members to identify requests for assistance that may require more intensive individual or systemic advocacy and meet funding mandates and established priorities. The Intake Specialist will work under the direct supervision of the Lead Advocate and is provided with legal supervision by the Legal Director or the Executive Director.

Essential Functions/Principal Accountabilities:

The responsibilities of the person in this position include:

- Timely answer, screen, and respond to inquiry calls, emails, and letters from constituents.
- Develop and maintain an organizational system for responding to calls, emails, and letters in a timely manner.
- Respect dignity and confidentiality in all interactions with constituents.
• Communicate effectively with callers to gather information, determine appropriate resources, and screen for eligibility.
• Be familiar with DRCT’s funding mandates and established priorities.
• Demonstrate knowledge of available resources in Connecticut to provide timely and accurate information and referral to callers.
• Maintain a database of correspondence to follow-up on information and referral requests.
• Facilitate distribution of DRCT self-advocacy materials based on constituent’s need.
• Maintain complete and accurate records in case management database system for annual program performance reports.
• Participate in appropriate training to enhance professional skills.

MINIMUM QUALIFICATIONS

• At least two years of experience working with people with disabilities.
• Bachelor’s degree or 4 additional years of demonstrated experience providing information and referral services.
• Excellent interpersonal and collaboration skills to be able to work well with others inside and outside DRCT.
• Strong and effective written and verbal communication skills.
• Strong organizational skills.
• Proficiency with computer programs such as Microsoft Word, Excel, Teams, Outlook, Sharepoint and more.
• Ability to maintain thorough and complete records in an online database system.
• Ability to respect client dignity and confidentiality.
• Ability to work independently with appropriate supervision.

Other desirable qualifications for this position include:

• Bilingual in Spanish and/or ASL.
• Experience with or sensitivity to individuals from various racial, ethnic or language-distinct communities.
• Knowledge of laws, rights and services as they pertain to individuals with disabilities.

DISCLAIMER

This position description serves as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Management reserves the right to modify, or rescind, this position description at any time, with or without prior notice.

COMPENSATION

This position will earn a salary that is set according to a DRCT salary scale that is competitive with other nonprofit legal assistance organizations in Connecticut. DRCT
also provides group health, vision and dental plans, life and disability insurance and a retirement plan.

**TO APPLY**

Applications must include: (a) a letter expressing your interest in the position, your qualifications, and how you might contribute to the future of DRCT; (b) a current resume; and (c) names and contact information of three references.

Materials should be submitted in Microsoft Word or PDF format. Applications must be emailed to Mary Jane Keane, Office Manager at: maryjane.keane@disrightsct.org.

DRCT is a fair employment practices/equal opportunity/disability accessible employer committed to maintaining a diverse workplace. We value diversity of culture, disability and other life experiences and are an equal opportunity employer by choice. Qualified candidates from diverse personal, cultural, and ethnic backgrounds are encouraged to apply. DRCT also complies with the Americans with Disabilities Act and the Connecticut Fair Employment Practices Act and is committed to providing reasonable accommodations to qualified applicants and employees with disabilities.

Job Type: Full-time