INTAKE SPECIALIST

**Company Name**: Disability Rights Iowa (“DRI”) ([www.disabilityrightsiowa.org](http://www.disabilityrightsiowa.org))

**Job Title**: Intake Specialist

**Location**: 666 Walnut Street, Suite 1440, Des Moines, Iowa 50309

**Opening Date**: October 14, 2022

**Closing Date**: For earliest consideration apply by October 24, 2022

**Start Date**: As soon as possible

**Job Type**: Full Time, Non-Exempt

**Supervisor**: Legal Director & Investigations and Intake Coordinator

**Agency Description**: Disability Rights Iowa (DRI) is a well-established, innovative, legally based non-profit organization dedicated to advancing the rights of Iowans with disabilities. DRI is the federally mandated Protection and Advocacy agency (P&A) for individuals with disabilities and/or mental illness in Iowa. DRI works to achieve equality and justice for people with disabilities through quality representation, advocacy, investigations of abuse and neglect, peer/self-advocacy services, community partnerships, regulatory advocacy work, education and outreach. DRI strives to pursue litigation and advocacy that addresses current pressing needs of the Disability Community, proactively identifies future needs and constructs innovative solutions that continue to expand the human and legal rights of individuals with disabilities. DRI’s legal work includes individual and impact litigation. For more information, go to [www.driowa.org](http://www.driowa.org).

Disability Rights Iowa is committed to creating a diverse workforce to strengthen our organization and is proud to be an Equal Opportunity Employer. We strive to have a workforce that represents the communities we serve.

**Time-off**: DRI offers a generous holiday time off, paid sick time and vacation accrual package to full-time employees.

**Salary/Benefits**: Current entry level salary $39,500 per year. Non-entry level salary is dependent on relevant experience. DRI offers a comprehensive benefit plan for eligible employees. Benefits include health insurance,
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tal insurance, basic life, short-term and long-term disability insurance, a 403(b) retirement plan, and flexible spending accounts. Flexible spending accounts feature reimbursement for both medical and dependent care.

**Intake Specialist Job Description:** The Intake Specialist is part of the Intake Team responsible for handling all initial requests for assistance received by DRI. The Intake Specialist works with the Intake Team to process all requests, including conducting initial screening for eligibility, opening cases when appropriate and providing Information and Referral and Self-Advocacy assistance, and developing a self-advocacy resource bank for the agency. The Intake Specialist shares responsibility with other legal and advocacy staff for providing information, technical assistance, outreach and training, and legally-based advocacy to Iowans with disabilities and/or mental illness. The Intake Specialist will work under the direct supervision of an attorney.

**Job Responsibilities:**

1. Interviews callers with requests for assistance to obtain basic information, gathers and analyzes relevant information to determine nature of the problem and desired resolution;
2. Prepares summary of initial facts for full review/consideration by the Intake Team;
3. Participates in weekly Intake Team meetings to process all requests for assistance;
4. Provides information and referral assistance to callers when issue and/or caller are not eligible for full intake;
5. Provides information and Self-Advocacy assistance, as assigned by the Investigations and Intake Coordinator
6. Maintains database on callers and requests for services;
7. Ability to deal with clients who are in crisis or in stressful situations;
8. Develops a resource bank for the agency;
9. Proficient in use of Microsoft Office; and
10. Other duties, as assigned.

**Minimum Qualifications:**

1. Bachelor’s degree, preferably in Social Work, Education, Psychology, Rehabilitation Counseling, Disability Studies or another related field of study, OR 4 years of customer service experience required;
2. A minimum of one year experience in customer service or related experience;
3. Strong communications skills;
4. Experience in public speaking and developing effective presentations;
5. Ability to conceptualize and develop initial and ongoing case strategies;
6. Strong organizational skills;
7. Excellent interpersonal, relationship-building and collaboration skills to be able to work with others inside and outside of the organization.

**Highly Desirable Qualifications:**

1. Bilingual in Spanish and English
2. Experience with or sensitivity to individuals with disabilities and/or mental illness;
3. Experience as a person with a disability or as a member of a nondominant cultural group, or experience working with or living with persons with disabilities or within a nondominant cultural community.
4. Demonstrate understanding of disability rights values in daily work (self-determination, person-centered services, informed consent, equal opportunity, independence and inclusion.)
Equal Opportunity Employer

Disability Rights Iowa is an Equal Opportunities Employer. It is the policy of DRI to prohibit discrimination and harassment of any type and to afford equal employment opportunities to employees and applicants, without regard to race, color, ethnicity, ancestry, religion, age, sex, gender, sexual orientation, gender identity/expression, pregnancy, medical condition or genetic information, veteran status, national origin, disability, marital or other protected status.

Disability Rights Iowa values diversity. Individuals with disabilities, people of color, LGBTQIA+ individuals and others who contribute to staff diversity are especially encouraged to apply.

DRI is committed to providing reasonable accommodations to qualified individuals with disabilities who are applicants or employees. Applicants interested in seeking reasonable accommodations for the application process please contact Katie Vande Vorde, Operations Manager, Disability Rights Iowa kvandevorde@driowa.org.

How to Apply:

E-mail cover letter, resume and three professional references to:

Katie Vande Vorde, Operations Manager, Disability Rights Iowa kvandevorde@driowa.org.

No phone calls please.