

INTAKE SPECIALIST & VOTING RIGHTS ADVOCATE

Company Name: Disability Rights Iowa (“DRI”) (www.disabilityrightsiowa.org)

Job Title: Intake Specialist/Voting Rights Advocate

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

Opening Date: May 19, 2023

Closing Date: For earliest consideration apply by June 2, 2023

Start Date: July 2023

Job Type: Full Time, Non-Exempt

Supervisor: Legal Director and Investigation’s 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.

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.

Salary/Benefits: Entry wage is \$19.25/hour. Non-entry wage is dependent on relevant experience. DRI offers a comprehensive benefit plan for eligible employees. Benefits include health insurance, dental 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.

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

Intake Specialist & Voting Rights Advocate Job Description: The Intake Specialist and Voting Rights Advocate job responsibilities will be evenly divided between the tasks of both roles. While working as the Intake Specialist, this person will be part of the Intake Team responsible for handling all initial requests for assistance received by DRI. An Intake Specialist works to process all requests, including conducting initial screening for eligibility, providing Information and Referral, and opening cases when approved by the Intake Team. While working as the Voting Rights Advocate, this person will be responsible for DRI's Voting Rights Advocacy. This consists of providing information, technical assistance, outreach, and training to promote the full participation of Iowans with disabilities in the electoral process, including registering to vote, casting a vote, and accessing polling places.

Job Responsibilities Intake Specialist:

1. Interviews individuals with requests for assistance to obtain basic information, gathers and analyzes relevant information to determine nature of the problem and desired resolution.
2. Logs outstanding intakes into Intake Call Tracking spreadsheet from voicemails, Online Submission Forms, and emails.
3. Prepares summary of initial facts for full review/consideration by the Intake Team.
4. Participates in twice-weekly Intake Team meetings to process all requests for assistance.
5. Provides information and referral assistance to callers when issue and/or caller are not eligible for full intake.
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.

Job Responsibilities: Voting Rights Advocate related job duties:

1. Carry out activities that meet the priorities mandated in the Help America Vote Act ("HAVA") and the Protection and Advocacy for Voter Access ("PAVA") Programs; to promote the full participation of Iowans with disabilities in the electoral process.
2. Work with elected county and state officials and their staffs to ensure accessibility of voting locations and equipment and the development of training materials for poll workers.
3. Develop voter education materials.
4. Provide information and referral services under the PAVA program.
5. Conduct community outreach on the voting rights of individuals with disabilities.
6. Participate in state and community committees, councils, and boards; to promote the full participation of individuals with disabilities in the electoral process.
7. Collaborate with other disability agencies to expand voter rights and registration drives.
8. Conduct state-wide PAVA collaboration for yearly National Voters Registration Day.

9. Participate in PAVA trainings through webinars, websites, PAVA blogs, NDRN programs and other community outreach nationally and statewide to stay up-to date; and
10. Other duties as assigned.

Minimum Qualifications:

1. Bachelor's degree required, preferably in Social Work, Education, Psychology, Rehabilitation Counseling, Disability Studies, or another related field of study.
2. A minimum of one year's 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.

Desirable Qualifications:

1. Experience with or sensitivity to individuals with disabilities and/or mental illness.
2. 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.
3. Demonstrate understanding of disability rights values in daily work (self-determination, person-centered services, informed consent, equal opportunity, independence, and inclusion.)
4. Bilingual

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 and resume, to:

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

No phone calls please.