

Independent Living Specialist: Intake & QA
FULL TIME, NON-EXEMPT

Position description: Responsible for assisting people to attain and maintain their independence through the achievement of their goals. This staff person works under the direction of the IL Program Manager to (1) assist people with Intakes, (2) give Information, Referral, and Options Counseling to people who want resources, and (3) maintain quality assurance in written and digital Consumer Support Records.

Major responsibilities:

- Help consumers brainstorm and sign up for services by completing intake paperwork with them
- Use motivational interviewing and other tools
- Provide consumers and community members with information and referrals
- Document interactions with consumers, groups and other activities appropriately in database
- Back-up for receptionists
- Attend trainings and meetings as requested
- Enter consumer information in the database as required
- Follow policies and confidentiality protocols to safeguard Consumer Service Record data and information
- Survey and maintain digital and hard copy Consumer Service Records according to a plan
- Conduct quality assurance for data base entries by all Independent Living Specialists
- Apportion Consumer Intakes to Independent Living Specialists fairly and efficiently
- Ensure that all SWCI events, including groups and classes when necessary, are recorded in the data base
- Update website calendar of events and explore SWCI opportunities

Qualifications

- Possess working knowledge of area's social/government/non-profit resources
- Proficient with Microsoft Office Suite
- Solid communication skills, both written and verbal
- Ability to be resourceful and proactive in dealing with issues that may arise
- Ability to organize, multitask, prioritize and work under pressure
- Bachelor's degree in related field

Print name: _____

Date: _____

Signature: _____