

DISABILITY RIGHTS NEBRASKA

JOB DESCRIPTION

Position: Intake Specialist

FLSA Status: Non-Exempt

Reports to: Director of Legal Services

Basic Functions: Works under the supervision of the Director of Legal Services to receive calls requesting services, information and/or referral and provides up-to-date, accurate and relevant information and referral and advocacy assistance to callers and visitors. Performs related work as required.

Position Responsibilities

1. Respond to all requests for assistance received in person or via phone, fax, e-mail and through our website in an efficient and timely manner.
2. Interview potential clients, obtaining all relevant information and provide initial assessment of eligibility for services based on Disability Rights Nebraska's objectives and priorities.
3. Provide assistance as appropriate and make available to the caller appropriate information, written materials and/or referral to other sources in the community.
4. Maintain up-to-date, accurate information, written materials, and resource referrals related to disability rights and related issues.
5. Develop knowledge of systems, agencies, and organizations providing services to people with disabilities and disability laws and regulations.
6. Complete intake documents; prepare and present intake information for review by the Legal Advocacy Team.
7. Maintain intake records and files in accordance with agency policy and procedures.
8. Represent Disability Rights Nebraska on councils, commissions, work groups and/or stakeholder groups as assigned by supervisor.
9. Build community capacity and disability awareness through education, outreach activities and designated community events.
10. Interpret and translate for staff and clients as needed.

11. Assist with the development, evaluation and implementation of agency priorities, goals and objectives.
12. Participate in staff meetings, case acceptance meetings and other agency meetings as needed.
13. Maintain confidentiality of all client information.

Knowledge, Skills and Personal Characteristics

1. Demonstrated commitment and well developed sensitivity and awareness to the needs of people with disabilities.
2. Knowledge of the Nebraska service systems and legal rights relevant to people with significant mental or physical disabilities.
3. Excellent interpersonal, relationship-building and collaboration skills to be able to work with others inside and outside the organization.
4. Experience in negotiation and conflict resolution skills.
5. Demonstrated ability to be an effective and assertive advocate on behalf of clients.
6. Demonstrate excellent communication skills, oral and written, including proficiency in English and Spanish.
7. Demonstrated ability to perform limited legal research under supervision.
8. Demonstrated ability to independently follow through on multiple tasks.
9. Demonstrated ability to travel and to work evenings and weekends when necessary.
10. Ability to respond to and handle difficult callers.

Education, Experience and Special Requirements

1. Combination of three years experience, training, or education relating to people with disabilities; or
2. College or Associate's degree in an appropriate field (e.g., social work, behavioral sciences, education or another related field of study) may be substituted for experience or training.