

## POSITION ANNOUNCEMENT Intake Specialist

**Job Type:** Permanent, Full Time (40 Hours/week)

**Rate:** \$19.23 - \$21.15 / \$40,000 - \$44,000

**Location:** Milwaukee (preferred) or Madison with option to work fully in-office or under a hybrid work arrangement. Must be a Wisconsin resident.

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**Application Instructions:** Submit resume, cover letter (preferred but not required), detailing your qualifications and experience as they relate to the minimum and preferred qualifications, online at [www.disabilityrightswi.org/careers](http://www.disabilityrightswi.org/careers)

Applicants must also complete an online questionnaire at <https://form.jotform.com/231245468271052> to be considered for the position.

**Application Deadline:** May 15, 2023. Position will remain open until filled

*Alternate formats of this Position Announcement are available upon request. Materials may be submitted in alternate formats if necessary.*

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### What is DRW?

Disability Rights Wisconsin is the state's Protection and Advocacy system, charged with protecting the rights of individuals with disabilities and keeping them free from abuse and neglect. Employing a variety of means, our advocates and attorneys use individual casework and systems advocacy to achieve positive changes in the lives of people with disabilities and their families. We are seeking employees who value this work. In turn we treat our employees well, offering a supportive environment, talented colleagues, excellent benefits, and generous leave.

DRW arose out of a disability civil rights movement demanding that the abuse of people with disabilities end and that people with disabilities be included in life, school, workplaces, and communities. Our core values include Diversity, Dignity, Independence, Accessibility, Inclusion, Human Rights, and Liberation.

A diversity-based approach to disability rights recognizes the intersectional nature of oppression experienced by people with disabilities from underprivileged and underserved communities. We strive to create a welcoming and inclusive environment at DRW. We work to specifically address disability-related injustices at the intersections of disability and race, disability and gender, disability and gender-based violence, and more.

## Job Summary

The Intake Specialist is responsible for the initial contact with clients looking for information and referral or advocacy services from DRW.

## Key Responsibilities:

### 1. Perform intake functions over the phone (and occasionally in person) for clients requesting information and referral or advocacy services from DRW. (75%)

- Intake functions include interviewing individuals, primarily on the telephone, to gather the information necessary to:
  - Manage callers in the agency call log to ensure timeliness and customer service standards
  - Determine the nature of the problem and whether it relates to one of DRW's programs or priority areas
  - Determine whether the caller meets the eligibility criteria for one or more of DRW's various programs
  - Compile and enter the intake information into the agency's database
  - Assign priority intakes for follow-up by DRW advocacy staff
  - Provide information and referrals to other appropriate resources when DRW cannot provide direct advocacy services
    - Develop and maintain accurate information and resource material on disability issues and the work of a variety of agencies and programs to which DRW can refer callers; keep informed about changes in disability programs and policies by reviewing informational materials and consulting with advocacy staff
    - Prepare correspondence and mail informational materials to callers
- Work collaboratively with other intake specialists and the administrative team to maintain an efficient flow of intakes through DRW process

### 2. Outreach and Training (25%)

- Participate in DRW outreach efforts to educate various groups and individuals on what DRW does and the services it provides.
- Undertake other projects as assigned by the Managing Attorney. If workload permits, this may include participation in coalitions or committees that address systems advocacy issues relevant to people with disabilities.
- Facilitate intake shadowing with new hire administration and any other relevant new hires and or volunteers.

## Qualifications

### Required:

- Bachelor's degree in an area related to services to people with disabilities; or equivalent experience of at least four years in paid or unpaid work providing information, referrals, and technical assistance to vulnerable people may be considered in lieu of a formal advanced degree.
- Excellent interviewing skills, including listening, verbal, and written communication.
- Experience gathering, documenting, and synthesizing information.
- Strong computer skills including email, word processing, and use of the internet.
- Experience dealing with persons who are in stressful situations.
- Experience/direct contact with persons of culturally diverse backgrounds.

### Preferred:

- Knowledge or experience dealing with systems in Wisconsin providing services to persons with disabilities.
- Knowledge of the legal rights of persons with disabilities.
- Substantial paid or volunteer experience dealing directly with clients/customers on the phone.
- Experience using computerized databases.
- Proficiency in writing and speaking Spanish as well as English.
- Demonstrated ability to research basic information to respond to caller questions.
- Demonstrated ability to provide support to callers with a self-advocacy perspective.
- Demonstrated ability to work independently and as part of a team and manage a high volume of tasks.
- Direct contact or experience with persons from culturally diverse backgrounds.

## Benefits

Disability Rights Wisconsin places a high value on the well-being of our staff. We offer the following benefits for permanent employees working at least 20 hours per week: health, vision, dental, and life insurance; short- and long-term disability; 401(k) retirement savings plan with employer contribution, flex spending plan, health reimbursement account as well as optional commuter choice plan, pet insurance, critical illness insurance, and identity theft insurance. Paid time off includes generous holiday, vacation, personal, medical, and bereavement leave, as well as time for volunteering, voting, and jury duty.

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EEO/AA | We're an equal-opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.