

## Position Announcement

### Family Care and IRIS Ombudsman Program (FCIOP)

### Intake Specialist

#### Job Information

**Job Type:** Permanent, Part-Time

**Full Time Equivalent:** 0.6; 24 hours per week; Monday, Tuesday, Wednesday.

**Reports to:** Family Care and IRIS Ombudsman Program Managing Attorney

**Rate:** \$24.03 to \$29.96 per hour; Advocate Pay Scale

**Note:** Compensation at Disability Rights Wisconsin is based on a tiered calculation scale that considers:

- prior relevant employment experience;
- candidate attributes applicable to social justice and disability advocacy work;
- grant coordination experience if applicable;
- supervision experience if applicable.

**Location:** Statewide. There are office and hybrid options within the Madison or Milwaukee office areas. Fully remote work option does apply to this position.

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#### How to Apply

**Application Instructions: Submit a resume or work experience history or both.** It should describe your qualifications and experience as they relate to the required and preferred qualifications. A **cover letter** is also preferred for this position.

For priority consideration, apply online at our Careers page:

[www.disabilityrightswi.org/careers](http://www.disabilityrightswi.org/careers)

**Application Deadline: End of business day at 5:00 p.m. on August 23, 2024.** This position will remain open until filled.

**Note:** You can request alternate formats of this Position Announcement. If necessary, you may submit your materials in alternate formats.

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## What is Disability Rights Wisconsin?

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.

Disability Rights Wisconsin 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 marginalized and underserved communities. We work to specifically address disability-related injustices at the intersections of disability and race; disability and gender and gender identity; disability and gender-based violence; and more. We strive to create a welcoming and inclusive environment at Disability Rights Wisconsin.

## Job Summary

The Intake Specialist is responsible for the initial contact with clients looking for information and referral or advocacy services from Disability Rights Wisconsin's Family Care and IRIS Ombudsman Program.

## Key Responsibilities

### 1. Perform Intake Functions – 75%

- Perform intake functions over the phone (and occasionally in person) for clients requesting information and referral or advocacy services from Disability Rights Wisconsin.
- 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 Disability Rights Wisconsin's programs or priority areas.
  - Determine whether the caller meets the eligibility criteria for one or more of Disability Rights Wisconsin's various programs.
  - Compile and enter the intake information into the agency's database.
  - Assign priority intakes for follow-up by Disability Rights Wisconsin's advocacy staff.
  - Provide information and referrals to other appropriate resources when Disability Rights Wisconsin 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 Disability Rights Wisconsin 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 Disability Rights Wisconsin's process.

## **2. Outreach and Training – 25%**

- Participate in Disability Rights Wisconsin's outreach efforts to educate various groups and individuals on what the agency does and the services we provide.
- 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 hires in administration and any other relevant new hires and or volunteers.

## Qualifications

### Required:

- Four years of paid or unpaid work providing information, referrals, and assistance to those with disabilities or underserved communities or a bachelor's degree in a related field.
- Interview skills, including listening, verbal, and written communication.
- Ability to gather, document, synthesize, and communicate information.
- Computer skills including email, word processing, and use of the internet.
- Personal, professional, or educational experience dealing with persons in stressful situations.
- Experience or direct contact or both with persons of culturally diverse background. Successful candidates must be committed to working effectively with diverse community populations and are expected to strengthen such capacity if hired.

### Preferred:

- Familiarity with Wisconsin's:
  - disability-related services and legal rights
  - residential, prevention of abuse and neglect systems, including Family Care, IRIS, community-based mental health programs, and adult and child protective services.
- Paid or volunteer experience dealing directly with clients or customers on the phone.
- Experience using computerized databases.

- Ability to write and speak Spanish as well as English is desired. Candidates of color and people fluent in Spanish are encouraged to apply. Our organization is committed to building a culturally diverse and inclusive environment.
- Ability to work independently, and as part of a team, and manage your own workload.
- Experience or direct contact or both with persons with a disability or social justice movements.

## Physical Demands

- Remaining in a stationary position, often standing, or sitting for prolonged periods: 27 to 40+ hours.
- Moving about to accomplish tasks or moving from one worksite to another: 14 to 26 hours.
- Repetitive motions that may include the wrists, hands, fingers, or all three: 27 to 40+ hours.
- Operating motor vehicles: 13 hours or less.
- Communicating internally and externally, both verbally and in writing. Must be able to exchange accurate information: 27 to 40+ hours.
- Sedentary work that primarily involves sitting and standing: 27 to 40+ hours.
- Light work that includes moving objects up to 20 pounds: 13 hours or less.
- Medium work that includes moving objects up to 50 pounds: 13 hours or less.

## Travel

This position requires up to 10% travel throughout the State of Wisconsin. Travel is anticipated to average 1 to 2 days per month, which may include an overnight stay. The travel schedule is expected to vary throughout a calendar year. While travel dates are typically scheduled far in advance, the position could require travel on short notice.

- Day travel will consist of: less than 1 to 2 days per month.
- Overnight travel will consist of: less than 1 to 2 days per month.

## Benefits

Disability Rights Wisconsin places an unparalleled value on the well-being of our staff. The following benefits are offered for permanent employees who work 20 or more hours per week:

- Generous employer contribution for individual and family health insurance plus a Health Reimbursement Account for uncovered health care costs
- Employer-provided Short-Term and Long-Term Disability Insurance
- 401(k) Retirement Plan with Employer Contribution
- Flex Spending Account
- Access to affordable, quality:
  - Dental, Vision Coverage
  - Additional Life Insurance for employee and spouse and children
  - Critical Illness Insurance
  - Identity Theft
  - Pet Insurance

Generous paid time off policies include:

- 10 Fixed and 4 Floating Holidays
- Sick and Personal Leave
- Vacation Pay
- Anniversary Pay
- Comp Time for Salaried Employees
- Volunteer and Voting Time off
- Bereavement Leave

Additional benefits include the Employee Assistance Program (EAP), Commuter Choice, and Sabbatical Leave.

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## **Equal Employment Opportunity Act (EEO) and Affirmative Action (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.