

# **Position Description Information and Referral Specialist Disability Information and Access Line (DIAL)**

## **Position Overview**

The Disability Information and Access Line (DIAL) is a newly established call center that aims to help people with disabilities access the COVID-19 vaccine. By leveraging over 30 years of call center expertise and a range of disability partners in the development and launch of the new call center, DIAL will connect users to local resources which can help them access the COVID-19 vaccine and other critical community-based supports. Funded by the Administration for Community Living and administered by the National Association of Area Agencies on Aging (n4a), DIAL can help connect people to disability resources nationwide. The service is operated through a call center, staffed by trained information specialists and supported by a team of experienced human services professionals.

The Information and Referral Specialist is responsible for connecting people with disabilities and their families nationwide to requested COVID-19 vaccination information and community-based services and supports.

**JOB TITLE:** Information and Referral Specialist

**REPORTS TO:** Program Coordinator, Information and Referral Systems

## **DUTIES AND RESPONSIBILITIES**

Respond to requests for information about home and community-based services for people with disabilities and their families through telephone contacts, texting, voicemails and emails; assess inquirer needs; provide reliable and accurate referrals to approved agencies and programs; transfer callers to appropriate resources; follow established protocols and performance standards; and complete required reporting and documentation.

## **QUALIFICATIONS**

### **Essential**

- Ability to operate in a high-volume and fast-paced call center work environment
- Excellent interpersonal skills
- Excellent decision-making skills
- Ability to work independently and as a member of a team
- Ability to meet deadlines and to work well under pressure

### **Preferred**

- Minimum of two years of college or equivalent experience
- Experience in human services call center and/or customer service field
- Relevant disability advocacy experience
- Ability to communicate with people of varied communication styles, such as comfort working with people who are deaf, have a speech disability, use an assistive device to communicate or have other communication variations

- Knowledge of information and referral/assistance (I&R/A) protocols and procedures and the role I&R/A plays within the Disability Network
- Bilingual fluency (English–Spanish)
- Will have or obtain Certification for Community Resource Specialist – Aging/Disability (CRS-A/D) through the Alliance of Information and Referral Systems after one year of employment

### **WORK HOURS AND LOCATION**

This full-time non-exempt (hourly) position with full benefits is based in n4a's Washington, DC, office. The call center operates Monday through Friday from 9:00 am to 8:00 pm ET.

Due to the ongoing pandemic, currently this is a remote work position with an expectation to return to our physical office in the future once it is deemed safe. Requirements to successfully work remotely are a strong home internet connection (greater than 10 mbps) and a quiet workspace to take calls throughout an 8.5-hour shift.

### **SALARY AND BENEFITS**

n4a is an Equal Opportunity Employer. People with disabilities are encouraged to apply. We offer a competitive salary and an excellent benefits package.

This is a grant funded position for 1.5 years. While there is not currently funding for this position after September 2022, if additional funding is identified employment could be extended.

### **Application Procedure**

Submit a resume to [jobs@n4a.org](mailto:jobs@n4a.org). Note the job title in the email subject line. We cannot respond to all applications and unsolicited phone calls or emails will not be returned.