

# **Position Description**

## **Information and Referral/Resource 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 (I&R)/Resource Specialist combines both the frontline duties of the I&R Specialist (50%) and the duties of a database curator (50%), responsible for contributing to the maintenance and accuracy of multiple databases and resource lists. The I&R/Resource Specialist allows resources to be more accessible both internally to staff and externally to people with disabilities and their families nationwide through gathering, organizing, indexing and disseminating information about programs/services and the organizations that provide them. This position will be focused on new resources from disability partners that are maintained both on a federal database (for locating local disability resources) and on an internal list of national resources.

**JOB TITLE:** Information and Referral (I&R)/Resource Specialist

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

#### **DUTIES AND RESPONSIBILITIES**

**I&R Specialist (50%):** Respond to requests for information about home and community-based services for people with disabilities through telephone contact, chats, 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.

**Resource Specialist (50%):** Contribute to internal and external database updates by following procedures established for the development and maintenance of a national disability services database; adhere to an annual schedule for updates; utilize tools such as the Eldercare Locator Style Guide for standardization of data; follow approved inclusion/exclusion criteria; respond to inquirer change requests; complete required reporting and documentation; and assist supervisor with the development of trainings for new resources identified by disability partners.

## **QUALIFICATIONS**

### **Essential**

- Demonstrated understanding of data management
- Intermediate Microsoft Office skills
- Basic problem-solving skills related to resource center systems
- Expertise in the gathering, organizing, indexing and disseminating of information about programs/services and the organizations that provide them
- Ability to present new resources in a digestible, accessible manner to colleagues who provide them to callers
- Ability to operate in a high-volume and fast-paced call center work environment
- Excellent interpersonal skills
- Excellent decision-making skills
- Excellent communication 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 in human services field or equivalent experience
- Two years of relevant experience in the disability, aging or human services fields
- 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 Aging and Disability Networks
- 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.