

## **DISABILITY Network Southwest Michigan POSITION DESCRIPTION**

### Position Title

Information and Referral Specialist

### Position Supervisor

Program Manager - Information & Referral/Core Independent Living

### Position General Summary

The I&R Specialist provides information and referral services to customers who visit or call Disability Network with a primary focus on providing customers with education and resources on all aspects of disability issues. This position will engage in community education and outreach, as needed, and may provide core independent living case services with more complex requests.

### Essential Responsibilities and Duties

- Provide Information & Referral resources and services to customers both in-person, and over-the-phone
- Educate and connect customers to community resources
- Assist customers in setting and accomplishing goals
- Assist customers in learning essential independent living skills
- Promote self-advocacy in customers
- Collaborate with partner agencies to best meet the needs of customers
- Refer to other Disability Network staff and programs to meet customer needs
- Research issues to increase knowledge of the current disability rights movement
- Assist with maintaining, developing, and updating I&R resources
- Complete necessary documentation in NetCIL database
- Represent Disability Network at community events hosted by partner agencies
- Assist in other Disability Network programs as requested

### Qualifications

- Associates or Bachelor's degree in human service field, or equivalent life experience
- Preference given to qualified person with a disability
- Highly organized with good time management and problem solving skills.
- Ability to provide excellent customer service
- Understanding and commitment to the Independent Living philosophy and disability rights movement
- Excellent social and listening skills; effective written and verbal communication
- Ability to utilize office, computer equipment, and telephone with or without an accommodation
- Ability to work effectively with others
- Ability to work independently and as part of a team
- Ability to communicate effectively with individuals/groups with diverse backgrounds and abilities
- Knowledge of disability issues and community resources
- Commitment to organizational diversity and providing culturally competent services and programming
- Must be able to travel to meet with customers and attend meetings

**Full or Part Time Position**

**Minimum Starting Wage: \$15.50/Hour**

**PLEASE SUBMIT RESUME AND COVER LETTER TO [WHALENL@DNSWM.ORG](mailto:WHALENL@DNSWM.ORG) TO BE CONSIDERED**