**disAbility Link Job Posting:**

Internal and Intern/Apprenticeship Posting

**Date Open: 1-26-17 Date Closed: 2-3-17**

**Job Description: Office and I&R Manager**

**Position:** **Office and I&R Manager Part-time**

**Reports to:** Program Manager

**FLSA Status:** Hourly

**Part-time:** Internal, Intern or apprenticeship position only. Internship does have the possibility of regular part-time depending on grant funding available. Consideration of those already in position will take priority prior to advertising otherwise.

**Summary:**The Office and I&R Manager will be responsible for all aspects of the general running of the office including overseeing the front desk, general office support, inventory, and I&R processes. The Office and I&R Manager will provide receptionist duties as well as general office support including but not limited to answering telephones, greeting individuals and doing general administrative duties. The Office and I&R Manager will be responsible for the Information and Referral Processes and inputting information into the agencies database. In addition, the Office and I&R Manager will assist in entering Intakes into the agencies database. As part of the core elements of the mission of disABILITY LINK, the Office and I&R Manager is responsible for working with all ages and types of people with disabilities in setting and maintaining goals to become independent or maintain independence in the community. These independent living (IL”) services include, but are not limited to: individual and systems advocacy, independent living skills training, information and referral services and peer support to people with disabilities, their families, and the community.

**Primary Responsibilities:**
**A. Management**

1. Supervise and train assigned direct service staff,

administrative, and volunteer personnel. Specifically supervise I&R specialist and reception desk personnel.

2. Coordinate the daily process for assigned services within the different disABILITY LINK offered programs to include training staff in specific areas needed to fulfill their job responsibilities.

3. Review, understand, assigning and managing all contracts within the grants specific to the I&R process.

4. Ensure agency and departmental procedures and policies are followed.

5. Ensure budget management by managing and tracking budgetary items specific to assigned grant areas.

6. Assist with writing mandated Federal and State reports, fulfilling contractual requirements of the programs and services and complying with the relevant timeline for submission.

8. Responsible for the maintenance, upkeep, and compliance audit of all Independent Living Department consumer files for staff.

9. Ensure staff is trained in Independent Living philosophy.

10. Submit required paperwork, including monthly departmental reports and performance appraisals, on a timely basis according to department and agency guidelines.

11. Assist with the Center for Independent Living (“CIL”) annual fundraising event(s).

**B. Administrative and Office Support**

1. Provide administrative support to Executive Director, in particular, as well as to the entire staff as needed and directed.

2. Inventory, document and maintain necessary office supplies.

3. Develop and maintain forms and procedures as requested.

4. Complete all reports required by funding agency within designated time limits.

5. Serve as the key contact person for public upon arriving at disABILITY LINK.

6. Document statistics for monthly, quarterly and year-end reports.
7. Complete all other necessary paperwork including Management Information System (MIS) forms.

8. Complete inputting of Intakes and I & R into agencies database.

**C. Provision of Independent Living Services to consumers**

1. Receive and respond appropriately to I & R requests, by phone (voice, TTY), written request, and/or in person, providing information and making appropriate referrals in a timely manner.
2. Maintain detailed records of all contacts made.

3. Provide orientation to IL Philosophy and I L services to consumers who are new to the Center for Independent Living (“CIL”) and who request individualized services.
4. Schedule and conduct initial interviews with consumers to identify the nature of the service request, assist consumers in developing goals, and make necessary referrals.
5. Screen requests for the CIL’s specific assistance and assist consumer in submitting documentation necessary to approve application.
6. Provide one-on-one skills training with consumers as needed.
7. Maintain confidential files.
8. Document and compile statistics for monthly, quarterly and year-end reports.
9. Complete all other necessary paperwork including Management Information System (MIS) forms.

10. Provide four core services which include Information and Referral, Advocacy, Independent Living Skills Training and Peer Counseling.

11. Assist with the CIL annual fundraising event(s).

12. Perform other duties as assigned.

**D. Promote disability awareness and the Independent Living Philosophy**
1. Publicize and promote the concept of independent living throughout the CIL service delivery area by providing presentations to community organizations and assisting with all aspects of public relations.
2. Serve on community wide committees, which promote community involvement and cooperative networking regarding healthcare, wellness and resource development for people with disabilities.

**Knowledge, Skills and Abilities:**1. Ability to work independently and exercise discretion and independent judgment regarding the provision of services and advocacy on behalf of individuals with disabilities.

2. Knowledge of human disabilities and their characteristics.
3. Knowledge of program coordination/direction and its implementation.
4. Ability to communicate effectively both orally and in writing.
5. Ability to establish and maintain effective working relationships with consumers, co-workers, the public and other service providers.
6. High technical competency.

7. High energy and positive attitude
8. Flexibility and able to work in a team environment
9. Attention to detail
10. High degree of initiative
11. Strong verbal communications skills and demonstrated ability to write clearly and persuasively

**Education:**Minimum qualifications require a Bachelor's degree in a human services or related field of study combined with a minimum of 2 years experience in a disability-related position. This requirement can be waived when the employer identifies unusual experience and aptitude for the position based upon life experience. Experience working with health and wellness issues and concerns preferred. Personal experience with disability-related issues is preferred.

* Location: disABILITY LINK Office
* Compensation: Based on experience, 25 hour week
* Schedule: Minimum schedule 9 am to 3 pm Monday through Friday with occasional changes to work schedule as organization needs.
* This is at a non-profit organization.
* Principals only. Recruiters, please don't contact this job poster.
* Please do not contact job poster about other services, products or commercial interests.

Qualified people with disabilities and diverse backgrounds are encouraged to apply.

**disAbility Link** is an equal employment opportunity employer. To apply for this unique opportunity to be directly involved within your community, please forward your cover letter and resume to the attention of Kim Gibson, Executive Director at kgibson@disabilitylink.org