

disABILITY Link Job Posting:

Internal Position
External Position

Date Open: 9-23-2026

**Date Closed: Immediate
Hire: Until Filled**

Position: Information & Referral Independent Living Specialist

Reports to: Program Manager/supervisor

Part-time or Full-time: Temporary position to last three months. This is not a teleworking position.

Summary:

The Information, Referral, and Intake Independent Living Coordinator will be the initial point of contact for the organization for individuals interested in services. The Information, Referral, and Intake Independent Living Coordinator will be responsible for inputting referrals into the agencies' database and linking to appropriate resources. The Information, Referral, and Intake Independent Living Coordinator will determine appropriate referrals to internal services and complete the initial intake forms prior to transferring to the appropriate independent living specialist to complete opening. The Information, Referral, and Intake Independent Living Coordinator will be responsible for maintaining a resource base. As part of the core elements of the mission of disABILITY LINK, Information, Referral, and Intake Independent Living Coordinator 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, transition services and peer support to people with disabilities, their families, and the community.

JOB DUTIES

A

B. 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 Independent Living Philosophy and I L services to consumers new to the Center for Independent Living ("CIL") and who request individualized services.
4. Schedule and conduct initial interviews 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 applications as needed.
6. Provide one-on-one skills training with consumers.
7. Maintain confidential files as required.
8. Document statistics as appropriate for monthly, quarterly and year-end reports.
9. Complete all other necessary paperwork including Management Information System (MIS) forms.
10. Provide five core services which include information and Referral, Advocacy, Independent Living Skills training, transition services and Peer Counseling.
11. Perform other duties as assigned.

B. Information and Referral Coordination

1. Entering in and following up on Information and referral, ensuring the process flows properly.
2. Assist with writing mandated Federal and State reports, fulfilling contractual requirements of the programs and services and complying with the relevant timeline for submission.
3. Ensure the steady flow of consumer referrals by ongoing contacts with referral sources.
4. Respond to and follow the provision of Independent Living Services to consumers as outlined in Section A.

C. 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 assist with all aspects of public relations.
2. Serve on community-wide committees which promote community involvement and cooperative networking regarding independent living and public health challenges.

QUALIFICATIONS

A. Education and Experience

Minimum qualifications require a high school diploma or GED combined with a minimum of 2 years demonstrated and documented in healthcare or human services for persons with disabilities as well as working with the aging population. This requirement may be waived with related experience.

Personal experience with disability-related issues is preferred. Must have excellent computer skills.

B. Knowledge, Abilities and Skills

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. Ability to communicate effectively both orally and in writing.
4. Ability to establish and maintain effective working relationships with consumers, co-workers, the public, and other service providers.
5. **Excellent skill in computer and data management operations.**
6. Must have strong attention to detail.
7. Must be able to work in a fast paced environment.

In compliance with the Americans with Disability Act the following represents the Physical/Environmental Demands

(In all cases, reasonable accommodations will be considered.):

- This position requires the majority of the workday sitting with some standing and walking performed.
- This position is rarely required to lift/carry objects exceeding 24 pounds.
- Simultaneous and repetitive use of the hands, wrists, and fingers is sometimes required.
- Movements such as stooping, twisting, bending, reaching, crouching, handling, fingering, and feeling are sometimes required.

- Audio, visual, and verbal functions are vital aspects to performing this position.
- The majority of the workday is spent indoors with limited exposure to outdoor elements such as dust, fumes, noise, and glare.
- The noise level in the office environment is usually moderate, but might be different in consumers' homes.

Location: 1901 Montreal Rd. Suite 102 Tucker, GA 30084

- Compensation: \$15-18- DOE
- Schedule: Minimal schedule will be between the hours of 8:30 am and 4:30 pm 30-35 hours a week. 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, resume, copy of diploma to the attention of DlinkAdmin at DlinkAdmin@disabilitylink.org