Disability Rights Rhode Island (DRRI) is an independent, nonprofit legal agency designated as Rhode Island’s federal Protection and Advocacy (P&A) System. We are part of the national P&A network created by Congress to help secure and advance the rights of people with disabilities.

Established in 1977, we currently administer nine federally funded programs that authorize us to provide legal protection and advocacy across a broad spectrum of disability-related issues. Individually, we provide services to over 1,000 persons with disabilities each year, while our systems advocacy work impacts the broader disability community as a whole.

We seek an Intake Specialist who is passionate about our mission and excited to join our committed team. Learn more at www.drri.org.

**JOB DESCRIPTION**

The Intake Specialist reports to and is responsible to the Director of Intake Advocacy. This is an exempt professional position. The Intake Specialist will have primary responsibility for handling all intake calls to the agency, conducting client interviews, and providing information and referral to individuals with disabilities and to other callers about individuals with disabilities.

**JOB RESPONSIBILITIES**

1. Serves as the initial contact for clients and their families who are inquiring about legal assistance for a disability-related legal issue. Prepares information for legal review of potential cases, investigations and/or referrals. Provides information and assistance to clients, including information and referral for those we are unable to assist. Refers individuals to other agencies or community resources as appropriate.

2. Completes all necessary follow-up with clients and/or other callers.

3. Develops knowledge about agency priorities and funding mechanism for priorities, as well as how issues presented by callers fall within funding and agency priorities.

4. Maintains communication with other agency staff to exchange information, provide technical assistance/consultation, and resolve problems.

5. Develops and maintains working relationships with community stakeholders, service providers, parents, and others to further client and agency goals.
6. Completes required documentation in a timely and accurate manner

7. Develops and maintains a working knowledge of our database and enters information as required.

8. Attends staff meetings, training and in-service programs.

9. Develop and maintain a working knowledge of agency policies and an understanding of disability-rights advocacy.

10. Assists with special projects as directed, and other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Associates Degree or Bachelors degree in a human service-related field, or equivalent.

2. Two to four years of related human services experience including experience working with disability rights.

3. Demonstrated commitment to the civil rights of all people and the ability to work with individuals with a variety of disability characteristics and cultural backgrounds.

4. Ability to maintain confidentiality.

5. Interpersonal skills necessary to communicate effectively with clients and their families, service providers, and others in the exchange of information and resolution of problem situations. The Intake Specialist is also required to have effective verbal and written communication skills.

6. Demonstrated ability to respond in a professional, non-judgmental manner to people experiencing emotionally charged issues. The Intake Specialist is also required to be able to respond appropriately to individuals with speech impairments, limited cognitive abilities and/or limited ability to speak English, or other disabilities.

7. Analytical ability and problem-solving skills to identify client issue(s).

8. Demonstrated ability to handle multiple inquiries and requests for service. The Intake Specialist is also required to organize and prioritize tasks.

9. Demonstrated ability to work independently and show initiative in completion of assigned tasks.

10. Written and computer skills necessary to prepare required documentation.

11. Demonstrated ability to work with various computer software packages including Microsoft Office, Outlook E-mail, specialized databases, and Internet browsing.
12. Ability to adapt and respond to multiple priorities and demands and deal with the concerns/ emotional needs of clients and their families in a timely manner.

13. Physical ability to work at a desk for extended periods of time, properly operate required office equipment, and travel.

14. Ability to work remotely as needed and to utilize office virtual software as directed.

**DESIRABLE QUALIFICATIONS:**

1. Paralegal certificate or other paralegal education or training.

2. Experience working in advocacy or rights protection on behalf of persons with disabilities.

3. Ability to read, write and speak Spanish, or ability to communicate using American Sign Language.

4. Experience in the disability rights movement and/or extensive contacts in the disability community.

**Salary Range:** Depends on experience. DRRI offers a generous fringe benefits package, including: health; dental; life; disability; retirement; flexible spending accounts; paid holiday, sick, and vacation time-off; and company contribution to the retirement plan.

**To Apply:** Interested applicants should submit both of the following: (1) a cover letter; and (2) a resume, by email to contact@drri.org (subject line: Intake Specialist Application), or mail to Disability Rights Rhode Island, 33 Broad Street, Suite 601, Providence, RI 02903.

**DRRI seeks values-oriented candidates:** DRRI serves highly diverse communities. To ensure that we are best positioned to serve these communities, we strive to promote behaviors, attitudes and policies that help us work effectively in cross-cultural situations with clients, our co-workers, and our communities. We seek to create an inclusive and respectful workplace in which differences are acknowledged and valued. We are actively seeking candidates who are committed to these values.

**Deadline to apply is June 30, 2020, or until position is filled.**

Disability Rights Rhode Island (DRRI) is an equal opportunity employer and is committed to making all personnel decisions without regard to age, race, creed, religion, color, sex/gender, national origin, disability, marital status, citizenship, pregnancy, gender identity, sexual orientation, veteran status, domestic violence victim status, genetic predisposition, or any other status protected by law. Excellent Benefits, including health, vision and dental insurance, paid sick and annual leave, and 403(b).

Qualified persons with disabilities and minorities are encouraged to apply.

Location of the Position: Providence, Rhode Island

DRRI is an Equal Opportunity Employer.