

JOB DESCRIPTION

JOB TITLE: INFORMATION AND REFERRAL SPECIALIST

JOB SUMMARY:

This position entails performing the agency's central intake function as well as developing, managing, and delivering information and referral services. This person is responsible for responding to information and referral services requests, participating as a member of the Information Team, and overseeing the Developmental of the Resource Library and Resource Files. The Information and Referral Specialist works under the supervision of the Assistant Director & Executive Director.

ESSENTIAL JOB FUNCTIONS:

- Responds to requests for information and technical assistance on disability related issues, and general information to help individuals to establish/maintain an independent lifestyle.
- Provides referrals to other organizations and services
- Advocates on behalf of individuals with disabilities
- Researches and collects information on disability issues, services, and related community organizations to staff and for alerts, legislation
- Provides updates to staff regarding new information on four core services and provides topics related to disability
- Maintain confidentiality on all consumers.
- Reports to fellow employees all new information that is relevant to IL
- Conducts presentations and participates in community activities to increase awareness of Independent living philosophy, and related disability issues
- Education may be provided to people with disabilities and others using MOBILE's library.
- Participate as a key member of Information Team
- Maintain accurate and thorough record and reporting systems,
- Maintain effective working relationships with staff, funders and consumers as appropriate.
- Perform other duties as assigned
- Responsible for the creation and the development of the MOBILE newsletter and monitoring the website