



POSITION: Information and Assistance Coordinator

JOB LOCATION (specify): San Diego, North County (San Diego) Imperial Valley, Honolulu

STATUS (specify): Full-Time, Part-Time

REPORTS TO: Program/Systems Change Manager

MINIMUM REQUIREMENTS:

Meeting the required educational requirements, successful clearance of a Background Check.

ORGANIZATION DESCRIPTION:

Access to Independence of San Diego, Inc., a Center for Independent Living (CIL), is a nonresidential, cross-disability, non-profit corporation that offers programs specific to people with disabilities to help maximize independence and fully integrate into the community. As a non-profit organization, all salaries and program staffing are contingent upon the organization's budget.

Job Purpose:

Under the supervision of the Program Manager, functions as the organization's receptionist; performs routine clerical tasks; expands and updates the information and referral database; and, provides referrals to contacts by multiple forms of communication that include email, phone, and referrals received through the organization's website.

Education and Work Experience:

- High School Diploma (required), Associate's Degree or equivalent certificate in office management
- 2 years' experience in administrative, clerical work that includes data entry
- Bilingual (English/Spanish, required), American Sign Language certified (preferred)

Primary Duties and Responsibilities:

- Conducts research on local and state-wide resources that benefit people with disabilities and underrepresented groups;
- Meets and greets appointments and walk-ins visiting the office;
- Answers incoming calls and routes them to appropriate personnel;
- Compiles and maintains a broad range of referral data of relevance and interest to people with disabilities and underrepresented groups;
- Responds to inquiries for information and referral assistance;
- Completes and tracks referrals for various programs and services;
- Follows up with callers who received information and/or referrals;
- Tracks follow up in the database;
- May carry a caseload;
- Provides office support for staff members including copying, faxing, mail dissemination;
- Assists with scheduling workshop conference rooms, Zoom, and requesting interpreter services as needed;
- Performs other duties as assigned by supervisor.

Other Duties and Responsibilities:

- Complies with all organization policies and procedures including HIPAA standards
- Demonstrates commitment to professional growth by attending in-service trainings and staff development programs, and seeking out supervision when needed
- Familiar with and understands the organization's mission, policies, and follows administrative chain of command
- Attains and maintains a minimum degree of training and knowledge in cultural competency, co-occurring and gender responsiveness and routinely demonstrates these traits in every day work relationships
- Participates in regularly scheduled staff meetings, provides feedback and displays a disposition of positive teamwork and accountability
- Displays regular and reliable attendance. Reports to and departs from work on time, as scheduled, and accurately reflects all time on time card
- Provides team back up when coverage is needed and assists in the orientation of new staff in the form of job-shadowing
- Other duties/special projects as assigned. The above duties are not intended to be an exhaustive list of all responsibilities and duties

Knowledge, Skills and Abilities:

- Excellent research and analytical skills
- Possesses and demonstrates effective assessment skills
- Understands and supports consumer-directed philosophy
- Resourcefulness about local and national resources that benefit people with disabilities and their family
- Utilizes logical problem-solving techniques both independently and in collaboration with the team in dealing with community needs
- Interacts positively with persons of diverse disabilities, diverse socio-economic backgrounds and education
- Fosters excellent rapport with the community and builds trusting and motivating relationships
- Prioritizes and manages responsibilities as evidenced by timely completion of tasks
- Maintains positive morale and unit cohesion as evidenced by maintaining a cooperative and flexible attitude toward coworkers, showing adaptability to change, exhibiting effective communication and interpersonal skills, and taking initiative to solve problems

Personal Characteristics:

The Community Organizing Coordinator should demonstrate competence in all of the following:

- **Behave Ethically:** Understand ethical behavior and ensure that own behavior and the behavior of others is consistent and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the program
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques. Possess excellent written and oral communication and presentation skills. Display high comfort in public speaking
- **Focus on Consumer Needs:** Anticipate, understand and respond to the needs of consumers to meet or exceed their expectations within the organizational parameters

- Improvement-Oriented: Accepts feedback from peers and management in key areas where improvement is necessary and is self-aware of strengths and challenges and brings those forth to management to create a productive environment that maintains and enhances qualifications, knowledge and skills related to the job
- Foster Teamwork: Work cooperatively and effectively with others to achieve goals and resolve problems
- Organize: Set priorities, develop a work schedule that effectively allows for the timely completion of all activities

Work Environment, Physical Demands and Reasonable Accommodations:

This position is primarily in an office setting but may involve attending outreaches, resource fairs or other organization-led event. Extended periods of sedentary work and data entry are expected. While performing the duties of this job, the employee is regularly required to remain in a stationary position working at a desk; operate a computer and other office machinery including printer, copier and telephone; move about inside the office to access office machinery, exchange information with coworkers and the public; and may need to lift or move up to 10 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The Information and Assistance Coordinator is a Monday – Friday, 8am-5pm position that primarily performs most duties in an office. All security systems, database, consumer files, and ancillary reporting tools are strictly and solely administered within the confines of the organization in order to maintain consumer confidentiality

DIVERSITY / INCLUSION:

Access to Independence is committed to maintaining a culture of diversity and inclusion and seeks to be representative of the communities we serve, including minorities and individuals with disabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. DMC welcomes the unique contributions that employees bring in terms of their education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran's status, color, religion, disability, sexual orientation,

and beliefs. ICADRC does not and will not discriminate on the basis of these or any protected category in any of its activities or operations.

DISCLAIMER:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

By signing below, I am acknowledging that I am able to perform the essential functions with or without accommodations. I have received a copy of this job description. I understand that I am to become familiar with my job description's contents. Further, I understand that signing this document does not constitute a contract of employment with DMC.

Print Name

Signature

Date

Supervisor Signature

Date