



INDEPENDENT LIVING (IL) SPECIALIST- NORTH COUNTIES

Disability Action Center

1161 East Avenue, Chico, CA 95926-1018

V/TTY: (530) 893-8527 • Fax: (530) 893-8574

APPLICANTS ARE REQUIRED TO PLEASE SUBMIT RESUME AND COVER LETTER BY REGULAR MAIL OR IN PERSON TO THE DAC CHICO CENTER.

The IL Specialist-North Counties coordinates consumer and visitor contacts with staff members, performs intakes and logs information and referral consumer calls into database, follows office management policies and procedures, assists in report preparations and helps to assure quality service delivery including all information regarding DAC services.

Essential Functions

1. Greet and refer consumers, visitors and callers to the most appropriate staff member or information source.
2. Perform consumer intakes and accurately log phone information and referrals into database.
3. Schedule consumer appointments and maintain accurate, detailed calendars.
4. Maintain office files and records in a complete and organized manner.
5. Keep reception area supplied with updated community resources and pamphlets.
6. Prepare and distribute appropriate forms, letters, reports, etc. as necessary.
7. Assist when needed any orientation of new staff members, volunteers, interns, etc., using appropriate procedures, ensuring that all appropriate forms are completed, filed and/or distributed.
8. Date and sort all mail, bringing urgent mail to the attention of the appropriate staff person.
9. Ensure back up of information on the hard disk drives of office computers on a weekly basis.
10. Maintain adequate stocks of office supplies and an inventory list.
11. Assist in accurate and timely compilation of statistical data, completion of surveys and preparation of reports.
12. Compile an updated housing resource list on a weekly basis.

13. Record service statistics daily, using the forms provided.
14. Assist in maintaining a safe and healthy office environment.
15. Bring problems and concerns to the Program Manager and assist in solving problems by using the administrative framework of DAC.
16. Participate in staff meetings, in-service programs, activities and all other duties as assigned by the Program Manager.
17. Maintain consumer confidentiality.

QUALIFICATIONS PREFERRED

The preferences listed below represent desired education, experience, knowledge, skills and abilities. Reasonable accommodations will be made to enable a person with a disability to perform the essential functions of the position.

Education and Experience

High school diploma or equivalent. One year of experience in a variety of office and clerical functions.

Language Skills

Ability to communicate effectively, politely and with good will with all callers, visitors and staff. Ability to accurately and legibly transcribe phone messages. Assist in preparation and proof-reading of administrative correspondence and other public relations materials.

Reasoning Abilities

Ability to use good judgment, discretion, initiate projects, maintain confidentiality and work with minimal supervision.

Mental Abilities

Frequently expected to think clearly in emergencies, work with frequent interruptions, complete work within deadlines, deal with interpersonal conflicts, manage time and materials, follow instructions and do basic arithmetic.

Other Skills and Abilities

Able to communicate with persons with disabilities and others. Literate with PC computers, word processing and other programs or a willingness to learn. Ability to arrange necessary transportation must be maintained throughout the employment period.

Stress Level Moderate

Physical Demands

The physical demands may vary with the capabilities of the individual but would, generally, entail those activities involved in answering phones, filing, typing, use of other office machines and other clerical activities. Outreach events may require bending, moderate lifting, ladder climbing, etc. as able.

Work Environment

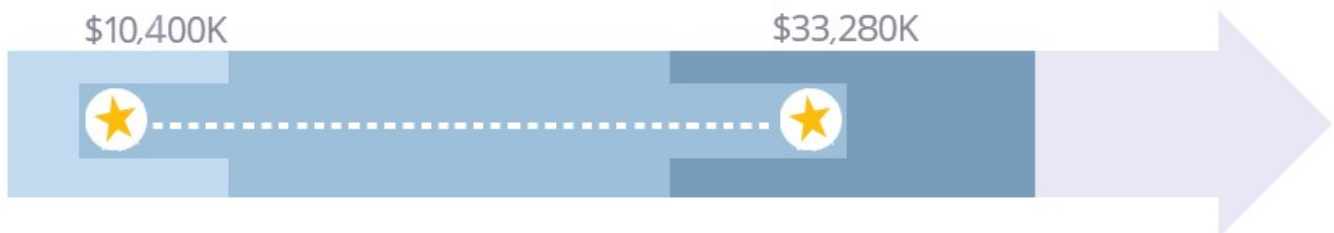
Work is performed indoors in a mildly noisy environment. Outreach events may require outdoor work performance.

Other Preferred Qualifications

Knowledge of resources and services in the greater Shasta, Siskiyou, Modoc, and Lassen county areas. Personal experience with a disability. Have sensitivity to and knowledge of the needs of persons with disabilities.

Salary

Part-time to Full-time, plus benefits.



This position is non-exempt (covered) under the federal Fair Labor Standards Act and related California labor laws.

DAC remains dedicated to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. Persons with disabilities are encouraged to apply; reasonable accommodations provided as legally required. We celebrate diversity. We are committed to creating an inclusive environment for all. DAC believes that diversity and inclusion among our teammates is critical to our organization's success, and we seek to recruit, develop and retain the most talented people from a diverse applicant pool.