

Job Announcement: Information, Assistance & Navigation Specialist

The mission of the Marin Center for Independent Living is to empower people with all types of disabilities to remain living independently in the community. The Information, Assistance & Navigation Specialist is an integral part of meeting the agencies mission.

The purpose of the Information, Assistance & Navigation Specialist position is to provide all callers or guests, but particularly adults who are elderly or have a disability, with information, assistance and navigation to a wide range of community resources; help inform and educate people about their options; assist in connecting them to staff, programs and services, including public and privately funded options.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following are essential functions of the job and the individual must be fully capable of performing these functions:

Fulfills a customer service role, ensuring that the consumer experiences a welcoming atmosphere.

Uses telephone skills (professional greeting, warm tone of voice, courteous and appropriate Language) and interviewing techniques using active listening skills (over the phone, in- person and via email), to build rapport with an unhurried attitude.

Gathers sufficient information to accurately identify and clarify inquirer's problems and needs, explores needs beyond the presenting problem, looking at short and long term solutions, checking in with the inquirer and summarizing what they are requesting.

Uses critical thinking in finding options, provides inquirer several options but helps to prioritize instead of overwhelm, gives specifics on eligibility and process to apply for services and resources.

Provide follow up as needed to determine outcomes and provide additional assistance in locating resources and arranging services.

Participates in outreach activities including representing the ADRC at public information fairs.

Support activities:

Manage and facilitate Staff Calendars and appointments

Maintains accurate and complete documentation in a timely fashion with complete notes in the I&A database that contain accurate information without judgment.

Completes required recordkeeping, filing and reporting in a timely manner.

Participates in Quality Assurance/Quality Improvement projects and activities.

Other navigation activities as assigned.

Requirements / Job Specifications:

Ability to communicate both verbally and in writing the Independent Living Movement goals and the mission of the Marin Center for Independent Living. Possess a high degree of integrity and personal responsibility required in

order to represent the agency.

Team Player: Aware and committed to accomplishing department and agency goals. Is respectful and works cooperatively with others. Is sensitive to the needs of other staff and consumers and behaves in a manner to improve the overall functioning of the agency.

Communication: Effectively communicates with consumers, community members, staff and management both in written and oral form. Listens carefully and ask questions appropriately to delineate issue(s) and empower consumer regarding options.

Problem Solving: The individual is able to define problems, collect and interpret data, establish facts, draw conclusions, and initiate resolutions. The individual understands the independent living philosophy and carries it out in their work. The individual is a role model advocate: works to overcome obstacles, promotes a positive attitude while brainstorming solutions and strategies. The individual initiates projects and works with minimal supervision.

Time Management: Thinks strategically, prioritizes competing demands, multi tasks when necessary and plans ahead. Completes work within deadlines.

Skills with general office procedures (e.g. filing, collating, typing, answering phones), using Microsoft Office applications in a PC environment, ability to operate standard office equipment (e.g. copy, fax, phone, computers).

Ability to promote and clearly explain the services that MCIL offers to consumers, other businesses and organizations in the community.

Ability to define problems, collect data, establish facts, and provide referrals to staff or other community partners in accordance with established organization policies and procedures.

Ability to take and/or follow direction, exercise initiative, ingenuity and sound judgment in accordance with established policies and procedures.

Ability to maintain confidentiality and confidential information.

Education and Work Experience:

Bachelor's degree in social service and/or some combination of college and social services work or work in a related field.

Work Experience:

2-4 years related professional experience.

Experience working with people with disabilities and/or older adults, preferably in an Independent Living Center or aging and adult services organization.

Interaction:

Interacts with all levels of employees, consumers and/or outside agencies on a daily basis

Must possess the ability to interact effectively (influence, exchange and communicate information so it is understood) with consumers, employees at all levels of the organization as well as those outside the organization and provide appropriate communication to the target audience.

Compensation: \$40,040 annually (Full time position, 35 hours per week) + Benefits package

How to Apply: Interested candidates should email a resume with a cover letter summarizing qualifications and experience to:

Susan Malardino, Deputy Director
Marin Center for Independent Living
mcilsusan@gmail.com (email)

Individuals with disabilities & individuals from underrepresented communities are encouraged to apply.

MCIL is an equal opportunity employer.