



CENTRAL COAST
CENTER FOR
INDEPENDENT LIVING

Main Office - Monterey County, 318 Cayuga Street, Suite 208, Salinas, CA 93901

VOICE (831) 757-2968 | FAX (831) 757-5549 | ONLINE www.cccil.org

POSITION ANNOUNCEMENT

Information, Referral and Assistance Specialist (IRA)

Monterey, Santa Cruz & San Benito Counties

Central Coast Center for Independent Living (CCCIL) is Consumer-controlled, community-based, cross-disability, nonresidential non profit agency. That provides independent Living core services to individuals with disabilities, regardless of age, income or disability type. This includes services to children and youth with disabilities.

JOB SUMMARY:

The Information, Referral and Assistance Specialist provides enhanced information referral and assistance services for in-person and telephone requests from individuals, community organizations and agencies; Requires familiarity with various government benefit and non-profit programs for persons with disabilities, older adults, and caregivers. Conduct effective assessment of individual needs and aid with long-term services and supports (LTSS).

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. A limited number of employees can perform the duties as specified, and therefore cannot be reassigned as the duties require certain expertise to perform it.

- Provide in person or over the phone information, referral and assistance for all services. Assist with walk-ins or appointments.
- Conduct person-centered consumer assessments and referrals to appropriate resources and benefits by screening and assessing consumer needs, provide technical assistance on programs and services by providing descriptions of community services available to consumers and referrals to partner agencies through the process of “warm hand-off”.
- Responsible for conducting I&R follow up services within 3 business days of request for services.
- Keep daily logs and compile monthly and quarterly statistical and narrative reports as required by funding sources.
- Conduct all consumers’ reminder calls.
- Support and assist with outreach efforts and education presentation on services.
- Asses need and make referral in targeted and timely manner.
- Provide accurate and complete data entry on computer database systems while speaking to consumers.

OTHER

- Convey the independent living philosophy and principles of consumer control, equal access and equal opportunity, throughout the course of work.
- Provide own transportation throughout service area, including areas not served by public transportation. Must hold a valid California Driver's License and insurance when driving their own vehicle.
- Be available to work occasional evenings and weekends.
- Attention to detail and problem-solving skills.
- Operate a keyboard and word processing program on a computer.
- Operate standard office equipment (including fax machine, copier, and Telecommunications Device for the Deaf (TDD)).
- Perform other duties as assigned.

GENERAL QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the experience, knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

Graduation from a standard high school or equivalent required. Bachelor's degree in human services field preferred.

Experience:

- Bilingual: English/Spanish speaking and grammar
- Minimum of one-year experience working within a consumer assistance field or social services field.
- Must obtain Alliance on Information and Referral Systems (AIRS) community Resource Specialist Aging/Disability certification within the time and experience guidelines outlined by AIRS (within 1-year of hire date)

Knowledge of:

- Customer service Standards
- Government benefit and community support programs for older adults and persons with disabilities with in Monterey, Santa Cruz, and San Benito Counties, including community resources, cultural, and immigrant issues
- Issues faced by people with disabilities and of community resources available
- Statistical data collection and reporting.
- Familiarity with independent living philosophy and principles
- Demonstrated knowledge of:

Skill in:

- Effective oral and written communications, especially consumer support and documentation.
- Assisting persons with disabilities and older adults
- Collaborating and work with other local agencies to support consumers needs.

Ability to:

- Communication with persons of diverse backgrounds and communication styles.
- Develop and maintain positive relationships with social service professionals to support consumer access to services.
- Maintain consumer privacy and confidentiality with sensitive information documents.
- Research and create descriptions of community resources for website and or directories.

POSITION TYPE/EXPECTED HOURS OF WORK

This is a full-time (37.5 hours per week) exempt, benefit eligible position. Days and hours of work are Monday through Friday, 8:30 am to 5:00 pm. This position requires the availability to work occasional weekends and evenings.

Regular and reliable employee attendance is essential for effective and efficient operations. Employees are expected to report for work as scheduled, on time and prepared to work. Employees are expected to remain at work for their entire schedule or until properly released. Unauthorized absences are disruptive and burdensome to coworkers. Such absences are therefore subject to progressive discipline.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Must be able to remain in a stationary position for at least 70% of time. The person in this position needs occasionally move about inside the office to access file cabinets, office machinery, etc. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machines, copiers and printers.

The person in this position frequently communicates with community members who have inquiries about program services. Must be able to exchange accurate information in these situations.

SALARY & BENEFITS

Salary: \$35,100.00 to \$42,900.00 (Based on experience)

CCCIL offers an excellent benefits package including:

- Health insurance (medical, dental, and vision)
- Life insurance: Amount equaling one year of the employee's salary, not to exceed \$50,000
- Long-Term Disability Plan
- Sick Leave: Accrues at a rate of 3.75 hours per pay period
- Vacation Leave: Accrues at a rate of 3.75 hours per pay period, to a maximum of 120 hours. The rate increases after 1, 3, and 6 years of service.
- Thirteen (13) paid holidays
- 403(B) Retirement Plan w/ employer contributions
- Flexible Spending Plan (Section 125 Plan): CCCIL has a voluntary flexible spending account plan for health insurance premiums, medical expenses, and dependent care expenses
- State Disability Insurance (SDI): CCCIL participates in this program.
- Social Security / Medicare: CCCIL participates in these programs.

Employee must complete the "employee introductory period" and meet eligibility requirements for some benefits listed above. The information listed above is a general summary of benefits for this position. This information is not legally binding, nor does it serve as a contract.

HOW TO APPLY

Applicant must submit an employment application with resume to:

Georgina Alvarez, Director of Programs at galvarez@cccil.org

You may call (831) 757-2968 (voice) / 757-3949 (TDD) or email galvarez@cccil.org to obtain a printed Employment Application and complete Job Announcement.

PRIORITY SCREENING: May 15, 2021

CENTRAL COAST CENTER FOR INDEPENDENT LIVING (CCCIL) IS AN EQUAL

OPPORTUNITY EMPLOYER: CCCIL does not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, mental or physical disability including AIDS or HIV positive status, medical condition, marital status, sex, sexual orientation, age (40 yrs. and older), veteran status, or any non-merit factor unrelated to job duties. Such action shall include, but not be limited to employment, upgrading, demotion, or transfer; rates of pay or other forms of compensation; selection for training, including apprenticeship.