Position Description

INFORMATION AND REFERRAL/INTAKE COORDINATOR

FLSA Status – Full Time 35 Hours per Week Non-Exempt
Hourly Wage - $23.70

Summary
Atlantis Community Inc. has been advocating for people with disabilities for 49 years. Atlantis serves a seven county catchment area (Adams, Arapahoe, Clear Creek, Denver, Douglas, Elbert, and Jefferson Counties). As a Center for Independent Living, we support the rights of people with disabilities to direct their own lives by providing advocacy, life skills training, transition services (youth, from nursing homes, and diversions from institutions), information and referral, and peer support. The mission of Atlantis is to advocate for all people with disabilities to be a meaningful part of an integrated community of their choice.

As the Information and Referral/Intake Coordinator, you will be the primary contact for people with disabilities seeking out resources to meet their needs. This is a vital position responsible for ensuring people with disabilities, community partners and staff are knowledgeable of the services Atlantis provides, educates consumers on other community based resources, and ensures consumer intakes are properly completed. This position will have an opportunity to work closely with other community organizations, provide training to staff on new and existing resources available, and attend resource fairs. The Information and Referral/Intake Coordinator maintains and updates the internal and external information and referral directories. This position reports to the Independent Living Supervisor.

Essential Duties and Responsibilities
Information and Referral:
- Work directly with people with disabilities to provide information about the services and supports available at Atlantis and other community partners
- Develop and maintain relationships with community partners
- Maintain a current list of available resources including an online resource directory
- Ability to gather sufficient and current information in order to offer suggestions and guidance
- Check in with staff regularly to identify gaps for staff resource training
- Train staff on available resources and benefits to ensure consistent information is provided to consumers
- Collaborate with coworkers to provide community outreach and education as needed
- Implement referral processes, including following up on those referrals to determine if the person needs any additional information
- Encourage organizational and community capacity building by identifying gaps in available services
- Track all activities in database
- Maintain strict confidentiality of all information concerning consumers, staff, volunteers, and board members
- Demonstrate knowledge of the ADA, HCBS waiver services, SNAP benefits, Social Security Administration benefits and application process
Intakes:
- During the intake you will help determine if Atlantis services are appropriate for the potential consumer or provide necessary information about community resources
- Conduct consumer intakes by assisting the consumer to identify their goals, outlining action steps in their independent living plan, and completing required documentation.
- Close Consumer Service Records when services are no longer necessary
- Work with the independent living supervisor to distribute new consumer records to independent living specialists
- Maintain accurate and complete consumer records in electronic database
- Maintain confidentiality in accordance with state and federal regulations
- Demonstrate a commitment to the independent living philosophy
- Perform other duties as assigned

**Essential Qualifications**
- Thorough knowledge of regulations, programs, services and policies related to rights and services for people with disabilities, including SSA, Medicaid, SNAP, DVR
- Working knowledge of office computer functions, including Google Suite, internal database and other office equipment
- Ability to take initiative and work with minimal supervision and take initiative to complete work assignments
- Ability to effectively establish and maintain professional relationships with people with disabilities, staff, partner organizations, peers, and people of diverse backgrounds and abilities
- Excellent organizational skills and able to manage multiple priorities
- Research skills
- Problem solve with creative and individualized approaches
- Ability to think critically under high-stress situations
- Experience with record keeping, data collection, and reporting
- Excellent organizational skills and time management
- Detail oriented a must

**Education and Experience**
- Knowledge of and commitment to the Independent Living Philosophy
- One year of related work/lived experience

**Preferred Qualifications**
- Ability to communicate using American Sign Language
- Bilingual
- Experience performing intakes

**Physical Demands**
- Must be able to sit for 30-60 minutes at a time at a desk
- Must be able to practice self-care techniques at work to avoid occupational burnout

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications, working environment, and physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions.
of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Compensation/Benefits**
- Hourly wage- $23.70/hour
- Medical, dental, and vision insurance with employer paying 99% of base premium
- Paid Time Off
- Mileage Reimbursement
- 12 Paid Holidays
- Birthday Off

**Important Notes**
- This position is a full time, fully benefited position (35 hours a week)
- Office hours are Monday through Friday, 9:00am-4:30pm. Office closes from 12:00pm - 12:30pm for lunch. Schedules will be set between those times.
- Background and reference checks are conducted
- E-Verify employer

Atlantis Community Inc. is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We are strategically invested in creating an equitable, diverse, just, and inclusive work environment. All interested individuals, especially those with disabilities and multi marginalized people with disabilities, people of color, LGBTQ+ folx, women, and those with multi marginalized identities are particularly urged to apply. For more information on our diversity, equity, and inclusion efforts, visit our website.

**To Apply**
Submit a resume and cover letter to hr@atlantiscommunity.org with Information referral and Intake Specialist in the subject line. Resumes will be accepted until the position is filled. People with disabilities are encouraged to apply.