

**Disability Rights South Dakota
Job Description**

Title: Intake Specialist
Department: Legal Affairs
Immediate Supervisor: Staff Attorney
FLSA Status: Exempt
Schedule Hours: During Normal Business Hours

Purpose of Position:

The primary purpose of this position is to perform basic assessments of clients' needs as they relate to disability rights issues. This position oversees the administration of the Disability Advocacy Database and centralized intake process. The incumbent in this position makes necessary referrals and submits required paperwork to the appropriate staff.

Mission of South Dakota Advocacy Services:

Disability Rights South Dakota is the non-profit legal services agency dedicated to protecting and advocating for rights and inclusion of South Dakotans with disabilities.

Position Essential Functions:

Percent of Time	Function Summary and Description
60%	Performs assessment and case assignments by: <ul style="list-style-type: none"> • performing intake functions over the telephone and in-person, • interviewing potential clients, obtaining all relevant information and provide initial assessment and assigning cases to appropriate inter-disciplinary team in conjunction with staff attorney • referring clients to external agencies as applicable, and • completing all documentation activities for records and files in accordance with policy and procedures • updating fiscal year case assignment sheets • assigning appropriate case number information • emailing appropriate staff case assignments
30%	Performs administrative oversight of the case management information system by: <ul style="list-style-type: none"> • entering all data into the case management information systems (e.g., Disability Advocacy Database (DAD)), • creating, maintaining and running reports within the case management information system (e.g., DAD), • training staff on the case management information systems, • auditing and ensuring data quality within the case management information systems (e.g., DAD), • maintaining and updating standard procedural manual for the case management information systems (e.g., DAD), and • updating and testing any modifications to the case management information systems or reports in the system (e.g., DAD) • entering new fiscal year priorities and objectives into DAD
5%	Performs other administrative duties by: <ul style="list-style-type: none"> • greeting visitors, answering office phone, composing messages and referring those messages to the appropriate staff member, and

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	<ul style="list-style-type: none"> • maintaining current resources available for individuals contacting the agency, and • monitoring and acknowledging incident reports from Psychiatric Residential Treatment Facilities (PRTF's) that are required to report to the agency. • entering new employee information into DAD • removing employee access from DAD, as necessary
5%	<p>Performing other duties:</p> <ul style="list-style-type: none"> • working on committees with staff as assigned in the advocacy and awareness of disabilities including working with external agencies and private providers, • working on special projects and other duties as assigned, • attend meetings, and • performing all duties in accordance with confidentiality and safety guidelines.

Note: This listing of essential functions in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the organization to fulfill Disability Rights South Dakota's mission. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

If assigned as a Program Lead, performs program implementation duties by:

- Assisting in developing, implementing, and reviewing the program/agency goals/priorities/objectives,
- Monitoring grant expenditures based on projected budget and being aware of fiscal responsibilities (budget, reports – quarterly and/or annually),
- Assisting in preparation and coordination of all applicable program reports to ensure timely submission,
- Serving as an institutional resource on requirements of the grant in implementing the program and monitoring compliance with grant (knowing requirements of the grant, population it serves, subject matter expectations – review NDRN's program description)
- Developing relationship with grant officer (knowing name of federal funding agency, and knowing name, phone number, and email of grant officer),
- Coordinating with external agencies, partners, and other stakeholders in the delivery of program services,
- Reviewing and revising information and promotional materials specific to the program,
- Auditing for quality assurance,
- Identifying program needs and reporting to Team Lead(s), and
- Integrating the work of the assigned program with the other agency programs.

Position Minimum Education and Experience:

Associate degree preferred with three to five years' experience, or an equivalent combination of education and experience may be acceptable to the hiring authority. Experience working with people with disabilities preferred. Experience with Microsoft Office products, computer support or other equivalent information system preferred. Experience working in a non-profit office environment is preferred.

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Position Knowledge, Skills and Abilities:

Knowledge:

This position requires the incumbent to have knowledge of office practices and procedures, South Dakota services relevant to people with disabilities and computer support procedures and practices. This position will work with the Disability Advocacy Database.

Skills:

This position requires comprehension of technical material, communicating and exchanging information with multiple internal and external stakeholders, having organizational and time management skills, and utilizing various Microsoft programs and information system software applications and technology relating to Disability Rights South Dakota.

Abilities:

This position requires the coordination of several activities with or without direct supervision. Incumbents in this position will need to work with multiple stakeholders including general public, external partners, internal staff, consultants and executives, etc.

Position Certifications, Licenses and Other Requirements:

There are no other specific or special requirements for certifications or licenses for this position.

Typical Position Working and Environmental Conditions:

Duties May Require:

Working in a Stationary Position	Frequently (26-75%)
Moving, Traversing	Occasionally (1-25%)
Positioning Self to Lift, Move, Transport, etc.	Occasionally (1-25%)
Ascending/Descending	Not Applicable
Operating a Computer, Office Machinery, etc.	Continuously (76-100%)
Lifting, Moving, Pushing/Pulling	Occasionally (1-25%) <20 LBS

Duties May Require Personnel to Work Around or With:

High Noise	Not Applicable
Moving Machinery	Not Applicable
Extreme Temperature	Not Applicable
Dust	Not Applicable
Fumes	Not Applicable
Motorized Equipment	Not Applicable

Last Reviewed: March 22, 2022