



## Job Description

**Job Title: Information and Referral Specialist**  
**Reports to: Program Manager**

**Status: Full-time, non-exempt**  
**Approved by: \_\_\_\_\_**  
**Date: \_\_\_\_\_**

**Summary of Position:** This position is responsible for the logistics needed for providing basic information and referrals related to disability and special health care needs to individuals looking for assistance. This includes being current on community resources, managing provider lists and providing internal database assistance.

### Duties and Responsibilities

- Adhere to and competently articulate the mission, values and vision of SSG.
- Assist in triaging in person, phone and web-based parent navigation inquiries.
- Demonstrate excellent customer service skills and the ability to clearly communicate with individuals who may be in crisis.
- Ability to work in a fast-paced environment and prioritize tasks effectively.
- Maintain the New Family Intake process; which includes data in-put and assignment to a Parent Navigator.
- Maintain provider lists, library resources and community resource information.
- Gather print and web-based resources related to local, state and national disability services and special health care needs.
- Work with communications staff to disseminate relevant information and materials.
- Provide administrative back up duties as needed.
- Perform other duties and projects as assigned.

### Required Skills and Experience

- Familiarity with desktop (PC) computers, and Microsoft office software.
- Proficient in the use of Word, Excel, Access, and PowerPoint.
- High school diploma or equivalent.
- Two years' experience in an administrative assistant support position with a preference of experience in a not-for-profit organization.

### Preferred Skills and Experience

- Preference given to individuals with disabilities or family members.
- Experience in a similar position doing similar tasks

- Able to be attentive to details and timelines
- Experience working in a nonprofit environment

**Core Competencies**

- Belief in and ability to articulate the vision and mission of SSG
- Personal integrity and good judgment
- Team player
- Positive attitude

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the responsibilities of the job, the employee must be able to communicate effectively with a variety of audiences. The employee is often required to remain in a stationary position and to operate basic office equipment, including the ability to access, input, and retrieve information from the computer. The employee is occasionally required to move about inside the office building and attend meetings and events outside of the office. The employee must be able to create, review, and respond to grant and other reports and written requests for information.

**Work Environment:**

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate.

*NOTE: SSG is a dynamic organization changing as needed to best address its goals. This job description is representative of duties at a moment in time and is intended as a “living document” updated periodically to reflect changes in job responsibilities and/or emphasis. It is not intended or implied to be an employment contract but is a communication tool to explain the responsibilities, advertise the job, identify performance measures and potential training needs.*

I received a copy of this job description, and the responsibilities of my job were explained to me by the Board of Directors.

Signature	Printed Name	Date
Signature	Printed Name	Date