

KENOSHA HUMAN DEVELOPMENT SERVICES, INC.

3536 52nd Street
Kenosha, WI 53144



Division/Department:	Community Resource Center		
Location:	Main Office		
Job Title:	Information and Assistance Specialist		
Reports To:	Resource Center Program Manager		
Type of position:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input type="checkbox"/> LTE <input type="checkbox"/> Part-time <input type="checkbox"/> Intern		Schedule: Monday - Friday 40 hours per week or as demanded by the job

POSITION SUMMARY

Position responds, in person or by phone, to the public's requests for information and provides assistance. Position discerns the nature of contacts' needs, makes timely and accurate referrals to appropriate services, follows-up with contacts as requested to provide continuing support for information and/or assistance. Position also assists in monitoring the quality of I&A services and completes intake activities and determines eligibility for support services.

RESPONSIBILITIES

1. Respond to Requests for Information/Assistance
 - a. To arrange for immediate availability by phone, or in person to the inquiring public.
 - b. To assess the needs of the contact person and to make appropriate referrals to local service providers as indicated. Provide assistance upon request of contact.
 - c. To determine urgency of contact and facilitate linkage with Adult Crisis or Protective Services.
 - d. To determine the preliminary disability of subject and appropriateness of referring to case management.
 - e. To research information requested using a number of different resources.
 - f. To provide accurate information in a timely fashion.
2. Follow-up and Documentation of Contacts by Public
 - a. Document all contacts in prescribed fashion using required forms and accurately enter into the database.
 - b. Assist with reporting activities as assigned by supervisor.
 - c. Follow-up on all requests for information following policy and procedure.
 - d. Maintain on-going dialog with contacts requiring follow-up information and continue to provide assistance as appropriate.
3. Screening/Referral Activities
 - a. To identify people who would benefit from the screening process and accurately complete screens at the discretion of the supervisor or the request of the consumer.
 - b. Obtain relevant information through the proper disclosure procedures.
 - c. Accurate data entry with keying screens and assist with referrals and enrollment activities as assigned.
 - d. To conduct options counseling.
4. Support and Assistance to other Resource Center programs
 - a. Be available to assist with other programs' activities as assigned by supervisor.
 - b. Assist with maintaining eligibility for medications, counseling and psychiatry by making appropriate referrals or scheduling appointments with economic support.
 - c. Secure financial and residency records to facilitate eligibility processing.

5. Resource Maintenance
 - a. Research information on resources.
 - b. Update resource database.
 - c. Create and update resource directories and informational materials.
6. Quality Assurance and Other Duties as Assigned by supervisor
 - a. Conduct phone and mail surveys and other QA activities for I&A function as assigned by supervisor.
 - b. Perform other Resource Center tasks as assigned by supervisor.

PROFESSIONALISM

1. Conduct oneself in a professional manner
 - a. Maintain the confidentiality and other rights of participants, families, and staff and follow HIPPA Guidelines for all verbal and written communication
 - b. Problem-solve difficult situations in a timely manner
 - c. Manage difficult or emotional consumer situations by responding promptly to needs, requests for assistance and services
 - d. Give, receive, and act upon feedback from supervisors and co-workers in an appropriate manner
 - e. Maintain professional boundaries with consumers and co-workers at all times
 - f. Understand culture diversity and have respect for others' values and culture
 - g. Attend training as requested by supervisors
 - h. Other tasks as assigned by supervisors

QUALIFICATIONS: Minimum of a Bachelor's Degree in a Human Services related field required.

1. Strong written and verbal communication skills
2. Must be able to successfully complete certification process for Wisconsin Long-Term Care Functional Screen
3. Must have valid driver's license and reliable transportation
4. Must carry own auto insurance with at least 100,000/300,000/100,000 minimum coverage
5. Must be willing and able to obtain Information and Referral Services certification
6. Successfully complete Certified Application Counselor
7. Experience with mentally ill and AODA populations a plus
8. Bilingual in Spanish a plus

*If you are interested, please apply online at www.khds.org by **May 2nd, 2024***

Follow the [Employment Opportunities](#) link to apply

For questions regarding the application process, please contact HR staff at:

jroman@khds.org or 262-764-8555

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