



Living Independence Network Corporation Job Description

Position Title:	<u>Ramp / Independent Living Specialist (IL Specialist)</u>
Service Area:	Idaho – Boise, Caldwell, Twin Falls
Department:	IL Program
Supervised by:	IL Director
FLSA Status:	Exempt
Pay Range:	\$15.62 - \$21.86
Hours:	40 hours

POSITION SUMMARY:

The purpose of this position is to provide exceptional customer service to consumers, community members, provider agencies, and outside organizations. The position utilizes an in-depth knowledge of agency programs, community resources, the Independent Living philosophy, and services for individuals with disabilities. The IL Specialist will contribute to a positive working environment by providing attention to detail, a readiness to help others (in and outside of the office), and a willingness to do what needs to be done. The IL Specialist will have a strong commitment to LINC's mission and values as well as the IL five core services.

Ramps Specialty: This position has a specialty in wheelchair ramps. The IL Specialist will manage the Ramp Loan Program through evaluations, inventory maintenance, set up and tear down of accessibility ramps throughout the community. Complete evaluations and set up of ramps in compliance with the ADA. Work alongside the consumer, the community, or contractors to evaluate sites for ADA compliance. Compile, prepare, and submit reports in a timely manner and in accordance with the contract.

EDUCATION and/or EXPERIENCE:

- 1-year case management
- Wheelchair ramp knowledge
- Bachelor's in Social Work, Psychology or related field, **in lieu of a degree, equivalent work experience in case management, advocacy, or other related fields may be substituted**

QUALIFICATIONS:

To perform this job successfully, a person must be able to perform each essential duty satisfactorily. Effective communication and interpersonal skills are needed. The requirements listed below are representative of the knowledge, skill, and/or ability required and are not exclusive to the items identified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must pass a criminal background check through the Department of Health and Welfare
- Must possess a driver's license and reliable transportation; personal vehicle will be used for outreach and working with consumers. Mileage will be reimbursed at the Federal reimbursement rate
- Must be able to comply with drug free workplace policies.
- Good time management and organizational skills
- Working knowledge of computers including experience with MS Office and web-based systems



ESSENTIAL DUTIES AND RESPONSIBILITIES:

Operational

- Create an environment that promotes self-direction and encourages consumers to achieve their desired level of independent living through providing a positive, helpful, and courteous experience in all interactions with LINC
- Have good working knowledge of all LINC programs and services in order to provide information and referral services for consumers
- Develop and maintain appropriate resource lists which promote the five core services as needed
- Provide information and referral services to people with disabilities and the community
- Work directly with consumers as they develop Independent Living and Advocacy skills, connect them with Peer Support and Transition Services as requested
- Development of ILP (Independent Living Plan) with specific goals and planning to promote consumers' needs and preferences to work towards their desired independence
- Create and maintain efficient and accurate files and information in accordance with LINC policies and procedures, including but not limited to: required signed documentation, data entering into CIL Suite, AT4All, or other data management system
- Comply with quality assurance standards as outlined by LINC policies and procedures in coordination with ACL rules and regulations to include, but not limited to: satisfaction survey, as well as the participation in audits
- Work closely with other LINC personnel to ensure a commitment to standard business practices and positive outcomes for the consumer, and organization, to include but not limited to: finance and billing for accuracy of timesheets and billing, Human Resources for support and personnel file management, and Personal Assistant Services program to ensure well rounded services for all consumers
- Address consumer and community inquiries and questions in a timely, accurate, and considerate manner according to LINC policy and procedures
- Provide timely reporting and documentation of Information and Referral (I&R) calls, ILP's, community events/meetings and as needed in accordance with LINC policy and procedures
- Maintain a good working knowledge of appropriate IDAPA and Health and Welfare rules and regulations as well as other policies and procedures including but not limited to: Idaho Home Choice, Adult Protection and Mental Health Guidelines
- Maintain an effective and positive working relationship with all disability partners, agencies and service providers.

Positive Working Environment

- Respect and honor diversity (race, religion, marital status, age, sexual orientation, color, creed, national origin, and abilities)
- Maintain respectful relationships which recognize consumer's rights as a citizen and promotes their dignity, well-being, personal choice, and self-esteem
- Treat all co-workers with respect and in a manner that will promote teamwork, productivity and professionalism, while maintaining a high level of integrity, responsiveness and follow through
- Work collaboratively with others to accomplish goals and/or assigned tasks within identified timeframes
- Stay calm in challenging situations, maintain positive attitude, and serve as a role model for consumers and patrons

Growth and Development

- Complete Basic Orientation and attend other in-service training as required
- Set and achieve development goals as identified through ongoing performance coaching
- Complete a Gallup Strengths Assessment
- Participate in coalitions and boards as approved by supervisor
- Maintain any required licensing and certifications (as needed/required)



Safety and Health

- Maintain a safe working environment, follow safe work practices, and contribute to overall team safety as defined by organization policies and procedures, to include protecting individuals from physical, verbal, or mental abuse, notifying appropriate staff of safety hazards, having knowledge of emergency evacuation procedures, being familiar with emergency first aid procedures and assisting as necessary

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

PHYSICAL, SENSORY & ENVIRONMENTAL:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Quiet to moderate noise level in work environment.
- Required to talk, hear and have specific vision abilities, such as close vision, distance vision, and ability to adjust focus.
- Must be able to lift or transfer a minimum of 50 pounds
- Refrain from utilizing multiple chemical sensitivity items, such as perfume, hand lotion, etc.; LINC is a scent free environment
- Frequently required to sit, stand, walk, reach with arms and hands, climb/balance, stoop, kneel or crouch.

ACKNOWLEDGEMENT:

I hereby acknowledge that I have read and understand the above job description for my position. I further acknowledge that I am medically and emotionally capable of performing assigned tasks, with, if necessary, reasonable accommodation. I also understand that LINC reserves the right to modify, interpret, or apply this job description in any way the company desires. (remove the highlighted area) This job description in no way implies that these are the only duties to be performed by the employee. This job description is not an employment contract, implied or otherwise. The employment relationship remains "At Will."

LINC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, religion, marital status, age, sexual orientation, color, creed, national origin, and abilities. In addition to federal law requirements, LINC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

LINC is a nonprofit organization that offers employees opportunities for growth and development; including but not limited to a strengths-based environment, competitive salaries, family friendly work environment, as well as a comprehensive benefits package to include: Medical, dental, vision, 401K employer contribution, generous vacation and sick leave accruals, as well as paid holidays.

Employee's Signature: _____ Date: _____

Print Employee Name: _____