



Information and Resource Coordinator

POSITION DESCRIPTION

The Information and Resource Coordinator (IRC) is part of the Information and Family Support Team, which provides individuals with intellectual and developmental disabilities (I/DD) of all ages and backgrounds, their families, professionals, and the community up-to-date information about public benefits, community resources, and strategies to navigate I/DD services. This position supports the agency's efforts to remove barriers to social, economic, and political participation and promote the inclusion of people with I/DD.

ORGANIZATIONAL REPORTING RELATIONSHIPS

Department: Information and Family Support

Supervisor: Supervisor of Information and Referral

Other key relationships: Director of Information and Family Support, Information & Resource Team, Housing Stability Team, Parent to Parent Program, Representative Payee Program, Advocacy Team

JOB SUMMARY

The Information and Resource Coordinator provides culturally responsive Information and Referral Services to families and community members about I/DD topics by email, in-person meetings when health and safety conditions allow, and through connections to internal and external disability resources.

ESSENTIAL FUNCTIONS

- Responds to inquiries from community members in a timely fashion and with competence providing accurate and relevant I&R support regarding I/DD issues, to individuals, families, and community members through phone calls, email, and in-person meetings.
- Maintains up-to-date knowledge of I/DD services and resources
- Makes program activities accessible to different cultural communities in terms of disability, language, culture, location, and other cultural issues through utilizing The Arc's diverse staff team, and/or interpreters (over the phone or in person).
- Responsible for data entry of program activities in Salesforce online database, support in program reporting and evaluation, and ensures program documentation is up-to-date.
- Critically evaluates program activities for effectiveness and regularly consults with supervisor
- With supervision, effectively works with others and fosters collaboration across programs and departments within the agency.
- Proactively participates in team, department, and agency meetings to achieve program goals.
- Represent The Arc of King County in the community at resource fairs, workshops, conferences and committees.

The above is not a comprehensive list of activities, duties or responsibilities required of this position. Management may assign or reassign duties and responsibilities at any time as it deems necessary.

QUALIFICATIONS

Education: Bachelor's-level degree preferred

Minimum Qualifications

- Experience interacting with people with intellectual and developmental disabilities and their families.
- Demonstrated ability to work effectively with individuals of diverse economic, ethnic, and social backgrounds
- An understanding of concepts around anti-racism and social justice, and their intersection with the disability community.
- Ability to learn about I/DD and community resources through experience, on-the-job training, and other professional development opportunities and relay that information to individuals with I/DD and their families
- Ability to learn and implement State of Washington Mandatory Reporting requirements
- Demonstrated ability to respond to emails and complete tasks in a timely manner.
- Demonstrated ability to develop and implement program goals
- Clear, compassionate, effective communication and interpersonal skills.
- Ability to be self-directed and work as a team member
- Ability to persevere in the face of obstacles
- Experience in using MS Office Suite (e.g. Word, Excel, PowerPoint, Outlook, etc.) and able to learn and use other required technology
- Knowledge of Salesforce database systems a plus but not required.

OR a combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

PHYSICAL AND OTHER REQUIREMENTS

- Ability to pass a criminal background check
- Ability to use email and internet with ease
- Work hours typically occur between 8:00 AM – 4:00 PM Monday-Friday with some flexibility
- Requires some evening and weekend work with advanced notice
- Accommodations to meet these requirements may be available upon request

SALARY /BENEFITS

This is a full-time, non-exempt position with benefits beginning the first of the month after 60-days of employment. Hourly wage is \$19.00.

Please send a resume and cover letter to Jae Kim at jkim@arcofkingcounty.org.