



DISABILITY  
COMMUNITY  
RESOURCE  
CENTER

## JOB DESCRIPTION

**POSITION TITLE:** Community Programs Independent Living Specialist  
**CLASSIFICATION:** Non-Exempt  
**REPORTS TO:** Community Programs Manager

## SUMMARY

The Community Programs Independent Living Specialist reports to the Community Programs Manager regarding multiple city contracts and is responsible for assisting persons with disabilities to receive appropriate services; developing contacts within community organizations and service providers; providing services to members in the community within assigned service area; and other duties as needed.

## RESPONSIBILITIES

- Complete all documentation requested by DCRC including funder metrics.
- Develop transportation goals with DCRC members and distribute transportation assistance to eligible DCRC members.
- Provide three (3) hours of outreach per quarter (3 months) for a total of 12 hours a year with one (1) hour dedicated to presenting a substantive presentation to a group of 5 or more people and the two (2) hours dedicated to representing DCRC at a resource fair or other similar community event.
- Demonstrates advanced knowledge of Independent Living (IL) movement (including key IL leaders and events), the Americans with Disabilities Act; the Individuals with Disabilities Education Act; and other related laws.
- Demonstrates advanced knowledge and sensitivity engaging with diverse disability groups including but not limited to: Deaf/Hard of Hearing; Mental Health; Cognitive and Developmental Disabilities; Blind/Low-vision; Physical Disabilities; and Learning Disabilities.
- Generates and collects data for entry into database and hardcopy Member

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Service Records (MSRs); is responsible for maintenance of assigned MSRs both hard copy and electronic versions; prepares for and reviews MSRs with the Program Manager during regularly scheduled supervision sessions.

- Demonstrates professionalism for initial response to new requests for assistance from individuals seeking assistance; uses listening skills and analysis to identify problems and determine appropriateness of DCRC services; demonstrates compassion and active problem solving skills in providing support and suggestions to individuals seeking assistance; provides information and referral to individuals seeking assistance; conducts initial interviews and processes initial interview documents, including opening new MSRs of new individuals seeking programs and services from DCRC; occasional travel to provide information and referral, conduct initial interviews and/or attend meetings/trainings.
- Provides administrative support to the Program Manager, Executive Director, Deputy Director or other co-workers as needed; may assist in office procedures or provide assistance (e.g. helping remove coat, helping to eat) for co-workers or DCRC members, as required, within the work environment.
- Processes requests for materials and publications created by DCRC or provided to DCRC by another entity; develops and/or updates community referral information with assistance of the Program Manager; assists in organizing and conducting training activities and developing and producing educational materials for members, staff and volunteers.
- Provides at least two outreach direct presentations/trainings to the public each quarter; participates and/or provides outreach direct presentations/trainings to minority and underserved populations each year; occasional travel to attend outreach events and activities.
- Perform other duties as assigned by the Program Manager.

## **QUALIFICATION REQUIREMENTS:**

The requirements listed below are representative of the knowledge, skill and/or ability desired. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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## **QUALIFICATIONS AND ESSENTIAL FUNCTIONS:**

- Knowledge and involvement with the cities of West Hollywood, Santa Monica or Redondo Beach.
- Two years' experience working with disabled individuals and/or older adults in the areas of community outreach and social services.
- Demonstrate proficiency in psychosocial assessment skills, familiarity with community resources and knowledge of issues of concern to disabled individuals and/or older adults, both locally and nationally.
- Possess interpersonal skills needed to interact effectively and diplomatically with a variety of staff, volunteers and members of the community.
- Demonstrate ability to communicate effectively (oral/written).
- Demonstrated ability in basic computer literacy.
- Proven ability to work both independently and as a team member. A self-starter who requires minimal supervision and direction to implement and multi-task projects.
- Must be able to travel as required.

## **PREFERRED QUALIFICATIONS**

- Life experience with disability as well as knowledge of the Independent Living Movement philosophy preferred.
- Resident of the City of West Hollywood or City of Santa Monica preferred.
- Bilingual skills (Spanish or American Sign Language) preferred.
- Experience with crisis intervention for at-risk vulnerable populations.

## **EDUCATION AND EXPERIENCE**

Some college or equivalent in human services or related field or significant work experience with disability issues or program and service delivery to people with disabilities in a nonprofit setting preferred. Demonstrated ability to work with "at-risk" populations, including people with disabilities.

- Excellent communication and negotiation skills.
- Experience working with culturally diverse populations.
- 2 years of experience working with intersectional individuals with disabilities or other marginalized communities and their families in a social service/mental health environment.
- Knowledge of Microsoft Office and Apricot or other case management software.

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- The ability to learn and apply DCRC policies and procedures, HIPAA, policies and documentation guidelines, and county, state and federal regulations relating to service programs for clients.
- The ability to utilize analysis, experience, and judgment to make effective business decisions.
- You must be able to successfully pass our pre-employment screening, including a background check and live scan fingerprinting.

## **SKILLS & ABILITIES:**

Ability to read, analyze and interpret documents pertaining to client files, vendor correspondence and social services. Ability to respond to common inquiries and complaints from members and their families, staff, local or regulatory agencies as well as the general public. Ability to effectively write and deliver presentations to members and their families, staff, public groups and the Board of Directors.

## **STRESS LEVEL:**

Moderate. This person is frequently expected to think clearly in emergencies, complete work with deadlines, deal with interpersonal conflicts, work with frequent interruptions, think, conceptualize and handle stress.

## **OTHER SKILLS AND ABILITIES:**

Ability to communicate in an effective, polite and professional manner with people with disabilities and their families, as well as having the ability to maintain good judgment, discretion, and confidentiality. Understanding the concepts of independent living. Ability to exercise initiative, ingenuity and sound judgment in administrative, technical or personnel matters.

## **COMPETENCIES:**

Knowledge of:

- Navigating the life experience of living with a physical or mental disability in a social justice framework.
- The Independent Living philosophy.

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## Skilled in:

- Strong work ethic with excellent verbal, writing and organizational skills.
- Effective solution focused problem solver.

## Ability to:

- Analyze, evaluate and understand the needs of intersectional, cross-disability individuals and reasonable accommodations.
- Travel as needed.
- Read and understand rules, policies and procedures.
- Use good judgment, discretion, and maintain confidentiality.
- Work well under pressure.

## **POSITION TYPE/HOURS OF WORK:**

This is a full-time position that reports to the Community Programs Manager. The Community Programs Independent Living Specialist is expected to work the typical work week at DCRC – 40 hours a week with an unpaid hour reserved for lunch.

## **AAP/EEO STATEMENT:**

The Disability Community Resource Center is an equal opportunity/affirmative action employer. People with disabilities, females, minorities and elderly persons are encouraged to apply for employment.

## **DISCLAIMER:**

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other activities, duties and/or responsibilities may change or be assigned at any time with or without notice.

## **HOW TO APPLY**

To apply for this position, please submit a cover letter, resume, and the completed employment application forms to [dcrc@dcrc.co](mailto:dcrc@dcrc.co) You may also fax your application

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documents to 310-390-4906 or drop them off to our Mar Vista office located at 12901 Venice Blvd., Los Angeles, CA 90066.

Please note that incomplete applications will not be considered.

### **CONDITION OF EMPLOYMENT:**

As a condition of employment, all hires will be required to comply with the Disability Community Resource Center Mandatory Vaccination Policy. All Covered Individuals under the policy must provide proof of Full Vaccination or, if applicable, submit a request for Exception (based on Medical Exemption, Disability, and/or Religious Objection) or Deferral (based on pregnancy) no later than the applicable deadline. New DCRC employees must (a) provide proof of receiving at least one dose of a COVID-19 Vaccine no later than 14 calendar days after their first date of employment and provide proof of Full Vaccination no later than eight weeks after their first date of employment; or (b) if applicable, submit a request for Exception or Deferral no later than 14 calendar days after their first date of employment. Federal, state, or local public health directives may impose additional requirements.

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