Disability Rights Connecticut

"Connecticut's protection and advocacy system"

846 Wethersfield Avenue
Hartford, CT 06114

Job Description
Self-Advocacy and Referral Advocate
(Full Time and Remote Available)

Disability Rights Connecticut (DRCT) is the state's Protection and Advocacy system, charged with protecting the rights of individuals with disabilities and keeping them free from abuse and neglect. Employing a variety of means, our advocates and attorneys use systems advocacy and some individual advocacy to achieve positive changes in the lives of people with disabilities and their families. We are seeking employees who value this work.

At DRCT we recognize the intersectional nature of inequity and oppression experienced by people with disabilities from underprivileged and underserved communities. We strive to create a welcoming and inclusive environment at DRCT. We work to address disability-related injustices specifically at the intersections of disability and race, disability and gender, disability, and gender-based violence, and more. DRCT is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Position Overview

The self-advocacy and referral advocate screens all incoming requests for assistance received by DRCT and provides high quality self-advocacy information, referral, and technical assistance to individuals with disabilities, their families, and the community. This individual also works with other DRCT team members to identify requests for assistance that may require more intensive individual or systemic advocacy and meet funding mandates and established priorities. The self-advocacy and referral advocate will work under the direct supervision of a supervising attorney.

Essential Functions/Principal Accountabilities

The responsibilities of the person in this position include:

- Timely answer, screen, and respond to inquiry calls, emails, and letters from constituents.
- Develop and maintain an organizational system for responding to calls, emails, and letters in a timely manner.
- Respect dignity and confidentiality in all interactions with constituents.

- Communicate effectively with callers to gather information, determine appropriate resources, and screen for eligibility.
- Be familiar with DRCT's funding mandates and established priorities.
- Demonstrate knowledge or ability to research and gather available resources in Connecticut to provide timely and accurate self-advocacy information and referral to callers.
- Manage website publications and forms for self-advocacy virtual library.
- Manage publications for in-person community engagement events.
- Maintain a database of correspondence to follow-up on self-advocacy information and referral requests.
- Facilitate distribution of DRCT self-advocacy materials based on constituent's need.
- Maintain complete and accurate records in case management database system for annual program performance reports.
- Demonstrated commitment to valuing diversity, the rights of people with disabilities, and contributing to an inclusive working and learning environment.
- Participate in appropriate training to enhance professional skills.
- Community engagement duties as assigned.

Minimum Qualifications

- At least two years of experience working with people with disabilities.
- Bachelor's degree.
- Excellent interpersonal and collaboration skills to be able to work well with others inside and outside DRCT.
- Strong and effective written and verbal communication skills.
- Strong organizational skills.
- Proficiency with computer programs such as Microsoft Word, Excel, Teams, Outlook, Sharepoint and more.
- Ability to maintain thorough and complete records in an online database system.
- Ability to respect client dignity and confidentiality.
- Ability to work independently with appropriate supervision.

Other desirable qualifications for this position include:

- Bilingual in Spanish and/or ASL.
- Experience with or sensitivity to individuals from various racial, ethnic, or language-distinct communities.
- Knowledge of laws, rights, and services as they pertain to individuals with disabilities.

Disclaimer

This position description serves as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Management reserves the right to modify, or rescind, this position description at any time, with or without prior notice.

TO APPLY

Applications must include: (a) a letter expressing your interest in the position; (b) a current resume; and (c) names and contact information of three references.

Materials should be submitted in Microsoft Word or PDF format. Applications must be emailed with the subject line "Self-Advocacy and Referral Advocate" to Kasey.Considine@DisRightsCT.org and please cc Kayle.Hill@DisRightsCT.org

Applications accepted on a rolling basis until the position is filled.

If you would like to request a reasonable accommodation during the application process, please email with the subject line "Self-Advocacy and Referral Advocate" Kasey.Considine@DisRightsCT.org and cc Kayle.Hill@DisRightsCT.org

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DRCT is a fair employment practices/equal opportunity/disability accessible employer committed to maintaining a diverse workplace. We value diversity of culture, disability and other life experiences and are an equal opportunity employer by choice. Qualified candidates from diverse personal, cultural, and ethnic backgrounds are encouraged to apply. DRCT also complies with the Americans with Disabilities Act and the Connecticut Fair Employment Practices Act and is committed to providing reasonable accommodations to qualified applicants and employees with disabilities.

Compensation

This position will earn an annual salary of $47,802. This salary is non-negotiable. DRCT also provides a generous paid-leave package as well as group health, life, and disability insurance a retirement plan and opt-in vision and dental plans.