



Advocates for Justice and Education, Inc.

The Parent Training and Information Center for the District of Columbia

JOB ANNOUNCEMENT FOR FULL-TIME FAMILY INTAKE SPECIALIST

In 1996, Advocates for Justice and Education, Inc. (AJE) was created to increase parental participation in their children's education. AJE's mission is to empower families, youth, and the community to be effective advocates to ensure that children and youth - particularly those with disabilities and special health care needs - receive access to appropriate education and health services. AJE has designed all its programs and services to increase parents' knowledge and capacity to advocate for their children and build community power to achieve systems change, eliminate barriers, and dismantle educational and health inequities in DC. We utilize a multi-strategy approach to achieve our mission: *Direct Services* to address a family's immediate issue; *Training* to increase parents' knowledge and capacity to self-advocate; and *Advocacy*, in partnership with families and other stakeholder partners, to bring about systemic changes through policy, legislation, and litigation.

PRINCIPAL RESPONSIBILITIES:

This description incorporates the core responsibilities of the position. It is recognized that other related duties not specifically mentioned might also be performed and that not all responsibilities may be carried out depending on operational needs. Additionally, this position has flexible hours and a non-traditional work schedule (working some evenings and weekends will be necessary).

The incumbent in this position will:

- Serves as an initial point of contact for individuals seeking assistance.
- Completes conflict checks for new intakes.
- Conducts in-depth intake interviews by phone (primarily), Zoom, or in person.
- Assesses the individualized needs of families and suggests next steps to the intake reviewer for case assignment and type of service.
- Provides information, resources, and referrals where appropriate.
- Enters intake interview information into AJE's data management system – Salesforce.
- Creates, updates, and manages processes and procedures for client intakes.
- Assists in training interns and volunteers on intake.
- Supports client accessibility to AJE programs and services (e.g., language access planning, implementation, and monitoring).
- Supports AJE outreach activities and engagement efforts.
- Supports AJE's capacity to provide trainings.
- Performs other duties as assigned.

QUALIFICATIONS:

- High School Diploma plus two (2) years of relevant work experience.
- Excellent oral and written communication skills (Spanish a plus).
- Excellent interpersonal skills and ability to effectively interact and communicate with diverse communities.
- Proficiency with standard software applications (e.g., Microsoft Word, Adobe, etc.).
- Proficiency with using data management systems (Salesforce a plus).
- Ability to problem solve.
- Ability to plan and manage multiple tasks and meet deadlines.

WORK LOCATION: Currently, AJE is a hybrid remote office with required workdays in the office.

SALARY & BENEFITS: Salary is commensurate with relevant experience, starting at \$45,000 and a maximum salary of \$52,500. Benefits include employer-contributed medical, dental, and vision insurance, paid basic life insurance, 401k with employer contribution, paid annual and sick leave, paid family medical leave, and federal/local holidays.

TO APPLY: E-mail your resume, cover letter, and three references to information@aje-dc.org with the subject line: **Family Intake Specialist – [your last name]**. The position will remain open until filled.

Advocates for Justice and Education is an Equal Opportunity Employer. We strongly encourage women, persons of color, LGBTQ+ individuals, persons with disabilities, and persons from other underrepresented groups to apply.