

Job Title: Lead Intake Specialist

Location: 606 Walnut St, Ste 2220 Des Moines IA 50309

Job Type: Full Time; Non-Exempt,

Job Location: Disability Rights Iowa Office, full-time in-office position

Opening Date: February 27, 2026

Closing Date: For earliest consideration apply by **March 10, 2026**

Start Date: April 2026

Supervision: Investigations and Intake Coordinator & Legal Director

Agency Description: Disability Rights Iowa (DRI) is a well-established, innovative, legally based non-profit organization dedicated to advancing the rights of Iowans with disabilities. DRI is the federally mandated Protection and Advocacy agency (P&A) for individuals with disabilities in Iowa. DRI works to achieve equality and justice for people with disabilities through quality representation, advocacy, investigations of abuse and neglect, peer/self-advocacy services, community partnerships, regulatory advocacy work, education, and outreach. DRI strives to pursue litigation and advocacy that addresses current pressing needs of the Disability Community, proactively identifies future needs and constructs innovative solutions that continue to expand the human and legal rights of individuals with disabilities. DRI's legal work includes individual and impact litigation. For more information, go to www.driowa.org.

Salary/Benefits: **Salary/Benefits:** Current salary \$41,000 per year. DRI offers a comprehensive benefit plan for eligible employees. Benefits include health insurance, dental insurance, basic life, short-term and long-term disability insurance, a 403(b)-retirement plan, and flexible spending accounts. Flexible spending accounts feature reimbursement for both medical and dependent care

Time-off: DRI offers generous holiday time off, paid sick time and vacation accrual package to full-time employees.

Lead Intake Specialist Job Description: The Lead Intake Specialist is an integral part of the intake team. This position leads DRI's intake process, serving as the main initial point of contact with Iowa's Disability Community. The Lead Intake Specialist is responsible for handling initial requests for assistance received by DRI and works with the Intake Team to process all requests, including conducting initial screening for eligibility, providing information and referrals and self-advocacy assistance when appropriate, and opening cases when approved. The Lead Intake Specialist also maintains a referral and resource bank for the agency. The Lead Intake Specialist shares responsibility with other legal and advocacy staff for providing information, self-advocacy assistance, technical

assistance, outreach and training.

He/she will work under the direct supervision of the Investigations and Intake Coordinator.

Job Responsibilities:

1. Interviews individuals who are requesting assistance from DRI by phone, email, or in-person, to obtain basic information.
2. Gathers and analyzes relevant information to determine nature of the problem and desired resolution;
3. Prepares summary of initial facts for full review/consideration by the Intake Team;
4. Participates in weekly Intake Team meetings to process all requests for assistance;
5. Provides information and referral assistance to callers when the issue and/or caller are not eligible for full intake;
6. Provides information and self-advocacy assistance, as assigned by the Investigations and Intake Coordinator
7. Maintains a database on callers and requests for services;
8. Ability to deal with individuals who are in crisis or in stressful situations;
9. Maintains an accurate and up to date resource bank for the agency;
10. Participates on a wide range of DRI Team projects;
11. Other duties as assigned.

Minimum Qualifications:

1. Bachelor's degree required, preferably in Social Work, Education, Psychology, Rehabilitation Counseling, Disability Studies or another related field of study;
2. A minimum of three years' experience in customer service or related experience;
3. Strong communications skills;
4. Strong organizational skills;
5. **Proficient in use of Microsoft Office** Excellent interpersonal, relationship-building and collaboration skills to be able to work with others inside and outside of the organization.

Highly Desirable Qualifications:

1. Prior experience in conducting intakes in a legal office;
2. Demonstrate understanding of disability rights values in daily work (self-determination, person-centered services, informed consent, equal opportunity, independence and inclusion).

Equal Opportunity Employer

Disability Rights Iowa is an Equal Opportunities Employer. It is the policy of DRI to prohibit discrimination and harassment of any type and to afford equal employment opportunities to employees and applicants, without regard to race, color, ethnicity, ancestry, religion, age, sex, gender, sexual orientation, gender identity/expression, pregnancy, medical condition or genetic information, veteran status, national origin, disability, marital or other protected status.

DRI is committed to providing reasonable accommodations to qualified individuals with disabilities who are applicants or employees. Applicants interested in seeking reasonable accommodations for the application process please contact Katie Vande Vorde, Operations Manager, Disability Rights Iowa kvandevorde@driowa.org.

How to Apply:

E-mail cover letter, resume and three professional references to Whitney Driscoll, Investigations and Intake Coordinator at apply@driowa.org .

No phone calls please.

