Position Opening: Manager of Intake Operations

Reports to: Legal Director, Systemic Reform

Position Summary:

The Manager of Intake Operations is responsible for day-to-day supervision of Disability Rights Rhode Island’s (DRRI) intake team and ensures the efficiency and effectiveness of DRRI’s intake process and all incoming community inquiries. This position coordinates intake operations and all compliance issues related to intake, resources and communication with potential clients and clients. The ideal candidate will excel at and enjoy legal administration, have paralegal or other comparable experience, have a strong sense of compassion, excellent interpersonal skills, a demonstrated ability to mentor and motivate team members, a sense of humor, and a commitment to our mission.

The Manager of Intake Operations also provides support for communications and meetings with the Board and other advisory bodies for the agency. The Manager of Intake Operations provides advocacy, education, outreach, and other services related to disability issues.

Responsibilities:

- Provides oversight, planning, and strategy for DRRI’s intake unit and staff.
- Provides direct supervision to intake staff and oversight of all intake requests.
- Communicates directly with and interviews individuals seeking services from DRRI.
- In coordination with the Legal Director, Systemic Reform, and/or legal or investigations staff, conducts analysis for intake requests, coordinates distribution of intake requests to legal and/or investigations staff.
- Ensures compliance with internal policies and grants, by all staff, of all required documentation and timelines for service requests, cases, and other resource requests from community members.
- Develops and maintains a working knowledge of all substantive grants, and their related substantive content and variations, within DRRI's case acceptance and eligibility priorities.
- Maintains and makes recommendations about updates, as necessary, to intake policies and procedures; develops and/or oversees updates.
- Provides reports for the DRRI Board of Directors.
- Provides data for and drafts agency annual performance reports.
- Performs other duties as required.
Characteristics and Qualities:

- An inclusive and transparent leadership style with demonstrated experience in strategic thinking and effective collaboration.
- Strong capability to serve as both a collaborative team leader and member.
- Strong commitment to the human, civil, and legal rights of Rhode Islanders with disabilities.
- Excellent organizational skills.
- Experience with database management, willingness to learn new database operations.
- Ability to learn complex legal and grant requirements, including case-management database.
- Clarity of communication, specifically with diverse audiences.
- Excellent listener with the ability to consider all perspectives on relevant issues.
- Extensive understanding of the disability system preferred.

Education and Skills Requirements:

- Bachelor’s degree, paralegal degree, or comparable education.
- At least five years of experience as a manager, paralegal, administrator, or similar experience.
- Commitment to the mission of the P&A and to the civil rights of all people.
- Understanding of and commitment to client directed advocacy.
- Proficiency in oral and written communication, and computer literacy.
- Ability to work with individuals from a variety of cultural backgrounds.
- Ability to maintain confidentiality and to effectively negotiate confrontational situations and stressful interactions.

Application Process:

Interested candidates must submit a letter of application explaining their interest in the position and the experience they believe demonstrates their ability to contribute to the future of DRRI, a resume, and a list of three professional references, including their contact information.

Applications should be submitted by email to: mmurray@drri.org. Deadline for applications is December 15, 2023, but applications will be accepted immediately and reviewed on a rolling basis. In interested, candidates are encouraged to apply early. A hiring decision may be made prior to December 15, 2023.

Salary is commensurate with experience. DRRI provides excellent benefits, including health, vision, and dental insurance, paid sick and annual leave, and 401(K).

Applications will be handled in a confidential manner.
Equal Opportunity Employer

DRRI is an Equal Opportunity Employer. It is the policy of DRRI 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.

DRRI encourages candidates with disabilities, women, persons of color and others who represent distinct linguistic or cultural communities to apply.

Job Type: Full-Time
Classification: Exempt