



## Program Specialist/Information & Referral

Part Time, Day Shift

Minimum Starting Salary: \$16.02/hr

**Do you have a passion for improving the health of individuals receiving behavioral health services? Would you like to be a valuable member of a diversity driven, mission-minded team that impacts our community?** If so, we have an exciting opportunity for you to work as a part time (20 hours per week) **Information & Referral Specialist!**

### What You Will Be Doing

Working as an **Information and Referral Specialist** you will be responsible for providing screening and triage for individuals who contact our Access Center. This position includes data collection, direct customer contact, and providing information regarding service referrals.

### What We Require

Experience working with customers in a Mental Health, Intellectual/Developmental Disabilities and/or Substance Abuse setting is required. Bachelor's degree in Psychology, Social Work or a related field and one year of experience is preferred. Other experience levels will be considered based on educational background. Computer skills, including knowledge of Windows, Microsoft Office, and Internet based programs is required.

### Who We Are

Integrated Services of Kalamazoo (ISK), formerly Kalamazoo Community Mental Health and Substance Abuse Services (KCMHSAS) has been delivering quality services and programs to improve the lives of those we serve for over 30 years. ISK works with youth, families, and adults with mental illnesses, intellectual and developmental disabilities, and substance use disorders to help them succeed. We provide welcoming and diverse community partnerships which collaborate and share resources to support individuals and families to be successful and achieve their goals in a trauma-informed environment.

### Why Work For ISK

Because we **make a difference** in the lives of the individuals we serve in the Kalamazoo community every day. You will have the opportunity to work with amazing co-workers in an environment that values **diversity**, inclusion, **work/life balance** and encourages ongoing education for professional development.

We also offer a competitive compensation and benefits package, with some of the best retirement plans in southwest Michigan. You will also enjoy 10 paid holidays, 23 days of PTO and the opportunity to earn additional PTO hours for participating in our wellness program!

### Come Join Us!

**Individuals of diverse racial, ethnic, and cultural backgrounds along with bilingual candidates are encouraged to apply.** ISK is an equal opportunity employer that encourages diversity and inclusion among its workforce. ISK fomenta la diversidad y la inclusión.

**We look forward to meeting you!** *Please apply online at [www.iskzoo.org/careers](http://www.iskzoo.org/careers)*

### Physical Requirements/Working Conditions:

Physical Efforts – Job demands include prolonged sitting and standing as appropriate. May occasionally require

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light lifting up to 25 pounds, stooping, kneeling, crouching, or bending as appropriate. Requires coordination of hands and/or eye/hand/foot.

Working Conditions – Office environment with noise from computers, copy machine, and telephones. Use of computer screen for periods in excess of 30 minutes at a time. Possible eyestrain from extended periods of viewing computer screen. May be exposed to bloodborne pathogens, infectious diseases, and parasites. Travel throughout the Kalamazoo area is required.