



## JOB DESCRIPTION

**Job Title:** Information Specialist  
**Reports To:** Senior Information Specialist  
**Job Level:** B1, Entry-level  
**Location:** Remote in Maryland  
**Status:** Non-Exempt, Full-time, temporary (limited term)  
**Effective:** November 2025

### SUMMARY

Staff the Epilepsy and Seizures 24/7 Helpline between 8:00 a.m. and 4:00 p.m. Eastern Time, Monday through Friday, except holidays. Respond daily to consumer, professional, affiliate, and internal staff inquiries regarding epilepsy received via phone, inter-departmental transfers, fax, email, online groups and forums, social media (Facebook), in-person, postal mail, and approved digital communication channels. The work involves obtaining sensitive information from requestors through professional assessment techniques and providing appropriate responses utilizing approved Foundation materials, databases, and referral resources. Must keep abreast of developments in the field of epilepsy by reading pertinent publications, performing online resource searches, attending professional conferences and workshops, and participating in health fairs as an exhibitor when appropriate.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Provide concise, accurate, and timely information** in response to all inquiries received via phone, email, digital communication channels, written correspondence, web posts, social media, and other online forums.
- **Respond to all inquiries professionally and courteously.**
- **Effectively search various databases** to provide accurate and appropriate responses to inquiries.
- **Follow best-practice guidelines** established by the Foundation's medical and legal advisors and Inform USA for providing information and referral services.
- **Respond to inquiries**, including but not limited to the following topics: medical assistance and referrals to specialists, treatment options, financial aid, vocational training, employment assistance, psychosocial needs/support groups, legal rights issues/advocacy, shelter, food, and continuing education.
- **Consistently provide appropriate referrals** to community resources, including Epilepsy Foundation affiliates and other resources that best meet the client's needs.
- **Monitor online community and forum sites** and provide concise, accurate, and timely information to sensitive questions.
- **Provide technical assistance** to support Foundation affiliates as they provide information and referral services at the local level.
- **Enter all essential demographic information** into the consumer inquiry database to facilitate rapid, accurate, comprehensive statistical reporting and data transfer.
- **Assist with maintaining and updating all resource referral records.**
- **Assist with researching new referral resources** in the U.S. and internationally, focusing on resources in underserved and unaffiliated territories.
- **Review epilepsy-related news items, newsletters, and journal articles** directed to information staff to acquire up-to-date knowledge and enhance their ability to address new client-initiated questions.
- **Attend content-specific conferences, symposia, or technical training programs** for professional development.
- **Alert the Foundation's Communications Department** of media activity related to epilepsy about which the Foundation has not been notified.
- **Provide crisis intervention assessment and support** with guidance from the supervisor.
- **Follow up with clients** to better support their quality of life and ability to utilize the information and referral resources provided.
- **Assist with our annual outcome assessment follow-up process.**



## **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- **Guide policies and procedures** to employees and managers.
- **Assist in the compilation of data** for reporting needs.
- **Assist with other duties and special projects** as assigned.

## **EDUCATION REQUIREMENTS**

- **Bachelor's degree in human services** (e.g., social work, nursing, counseling, human services, or another social service field) is preferred.

## **EXPERIENCE REQUIREMENTS**

- **Minimum 3 years of experience** in the information and referral field.
- **Proficiency with MS Office** and comfortable learning new technical systems as needed.
- **Demonstrated knowledge of the human services field.**

## **OTHER SPECIFIC KNOWLEDGE, SKILLS, ABILITIES, CERTIFICATIONS, LICENSES**

- **Knowledge of or ability to learn about epilepsy**, including the nature of the disease, symptoms, and treatment, and how people afflicted with the disease and their families can best accept and deal with it.
- **Knowledge of health data information sources** and their use.
- **Knowledge of or ability to learn to use digital communication channels** to respond to inquiries.
- **Ability to respond effectively to inquiries** from persons with epilepsy, their family members, health professionals, and others regarding epilepsy.
- **Utilize health data information sources efficiently.**
- **Exercise tact and sensitivity** in dealing with people making inquiries about epilepsy.
- **Experience in information and referral or crisis intervention** preferred.
- **High level of detail orientation and accuracy** (checking your work for accuracy is essential).
- **Ability to prioritize work assignments**, track multiple projects simultaneously, and follow through to completion with each.
- **Ability to work independently with minimal supervision** on assigned duties; a sense of ownership and urgency in completing assigned job duties is essential.
- **Excellent time management and problem-solving skills.**
- **Excellent written, verbal, and interpersonal communication skills.**
- **Use sound judgment and maintain strict confidentiality.**
- **Pursue and maintain a Community Resource Specialist (CRS) certification** through Inform USA.

## **SUPERVISORY RESPONSIBILITIES**

- This position has **no supervisory responsibilities/no direct reports.**

## **MANAGES**

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## TRAVEL, WORK ENVIRONMENT, AND PHYSICAL DEMANDS

- This position will be based remotely in Central or Eastern US.
- This is a full-time, temporary limited term position, working 35 hours per week, Monday – Friday from 8:00 am – 4:00 pm eastern.
- The employee operates in a **remote environment** and routinely uses office equipment.
- While performing the duties of this job, the employee is regularly required to **talk and hear** and will require **staring at a computer screen and/or documents for extended periods** and **talking on the phone for extended periods**.
- **Travel is not expected** but may occasionally be required for events.
- This position is expected to **regularly attend Foundation meetings and training**.

## SALARY

- **\$26.37 - \$27.47 per hour**

## DISCLAIMER:

This document describes the position currently available. It is not an employment contract. It is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements, or working conditions. While this is intended to be an accurate reflection of the current job, we reserve the right to modify job duties or job descriptions at any time, as determined by the needs of the organization.