



Epilepsy Foundation Information Specialist Job Description

SUMMARY

Staff the Epilepsy and Seizures 24/7 Helpline between 9:00 a.m. and 5:00 p.m. Eastern Time Monday through Friday. Responds daily to consumer, professional, affiliate, and internal staff inquiries regarding epilepsy received via phone, inter-departmental transfers, fax, e-mail, online groups and forums, social media (Facebook), in-person, and postal mail. 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides concise, accurate, and timely information in response to all inquiries received via phone, email, written correspondence, web posts, and online forums.
- Responds to all inquiries professionally and courteously.
- Effectively searches various databases to provide accurate and appropriate responses to inquiries.
- Follows best-practice guidelines established by the Foundation's medical and legal advisors and the Inform USA for providing information and referral services.
- Responds to inquiries including, but not limited to, the following topics: medical assistance and referrals to specialists, treatment options, financial assistance, vocational training, employment assistance, psychosocial needs/support groups, legal rights issues/advocacy, shelter, food, and continuing education.
- Consistently provides appropriate referrals to community resources, including Epilepsy Foundation affiliate and other resources that best meet the client's needs.
- Monitors online community and forum sites and provides concise, accurate, and timely information to sensitive questions.
- Provides technical assistance to support Foundation affiliates as they provide information and referral services at the local level.
- Enters all essential demographic information into the consumer inquiry database to facilitate rapid, accurate, comprehensive statistical reporting and data transfer.
- Assists with maintaining and updating all resource referral records.
- Assists with researching new referral resources in the U.S. and internationally, focusing on resources in underserved and unaffiliated territories.
- Reviews 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.



- Attends content-specific conferences, symposia, or technical training programs for professional development.
- Alerts the Foundation's Communications Department of media activity related to epilepsy, about which the Foundation has not been notified.
- Provides crisis intervention assessment and support with guidance from supervisor.
- Provides follow-up to clients to better support their quality of life and ability to utilize the information and referral resources provided.
- Assists with our annual outcome assessment follow-up process.

ADDITIONAL DUTIES AND RESPONSIBILITIES

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

EDUCATION REQUIREMENTS

- Bachelor's degree in human service (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 & referral field.
- Proficiency with MS Office and is 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.
- Able 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.
- A high level of detail orientation and accuracy (checking your work for accuracy is especially important).
- 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/interpersonal communication skills.
- Uses sound judgment and maintains strict confidentiality.



- Pursues and maintains 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

- The Information Specialist operates in a professional office environment and routinely uses office equipment (currently working from home, under our current COVID operations policy and will continue until further notice).
- 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.
- Telework privileges may be requested, in accordance with our standard telework policy. Satisfactory performance and excellent customer service must be maintained.

SALARY

- \$48,000 - \$50,000