JOB OVERVIEW	
JOB TITLE	NY Connects Independent Living Outreach Specialist
DEPARTMENT	New York Connects Program
LOCATION	Buffalo, N.Y.
DIRECT SUPERVISOR	Director, Independent Living Services (ILS)

GENERAL JOB DESCRIPTION

Work with the NY Connects Team in participating county(s) to connect aging or disabled individuals and their families to established support programs, critical pathways to providers to help facilitate access to needed home and community-based supports and services and streamline access to public benefits and application assistance.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Assist in identifying new resources to be included in the NY Connects Long Term Support Services (LTSS) Resource Directory.
2. Implement and adhere to the Administration of Community Living (ACL) National Standard on Options Counseling.
3. Participate in all necessary cross-agency trainings, and document all attendances with NY Connects Regional Coordinator.
4. Work in collaboration with the Specialized NY Connects standards to assist aging people with disabilities and their caregivers.
5. Provide unbiased information and assistance and screen for NY Connects contacts, including walk-ins and off-site visits.
6. Provide barrier-free access to services that accommodate people with special needs, in addition to access for individuals who speak languages other than English.
7. To learn and utilize the screen to collect prescribed information to link individuals and caregivers to appropriate resources and services.
8. Collaborate with critical pathways to support transitions and linkages to long-term services and supports upon discharge.
9. Complete applications and eligibility determination, as well as tracking the outcomes on a monthly basis, or as required by New York State Office for the Aging (NYSOFA).
10. Attend NY Connects staff, Long-Term Care Council (LTCC) and No Wrong Door (NWD) meetings.
11. Deliver the public education campaign that has been developed and approved by the state.
12. Responsible for reporting all consumer activity, certifications, trainings, outreach activities and meeting attendance.
13. Accurately document consumer services in Peer Place within two (2) working days of the date of service.
14. Utilizing technology for reporting, referrals, tracking and accessing resources, and coordinate three-way phone calls for a warm transfer.
15. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as required.
16. Participate in maintaining a neat, clean, and safe work environment.

17. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

- Within four (4) weeks of completion of orientation, the candidate must complete training and participate in the state-mandated Information and Assistance Training.
- Upon completion of orientation, the candidate must complete training and participate in the state-mandated Person-Centered Assistance/Options Counseling training when offered by the NYSOFA.

Associate Degree in a related human services field
OR
Bachelor's Degree in a related human services field

Professional and life experience may be considered in lieu of, in full or part of academic credentials.

KNOWLEDGE & EXPERIENCE (if required)

- Associate Degree requires four (4) years' experience in a related Human Services field.
- Bachelor's Degree requires two (2) years' experience in a related Human Services Field.
- Selected candidates should possess knowledge of persons with disabilities, as well as federal and state laws pertaining to the rights of persons with disabilities.

SKILLS & ABILITIES

- Must have a form of reliable transportation in order to travel independently throughout Erie County and work independently at WNYIL, NY Connects and off-site visits to provide seamless coordination of services.
- Understanding or ability to learn resources in the delivery systems for aging and populations with disabilities and how to connect consumers to more intensive services.
- The ability to learn about Medicaid, Medicare, pooled trusts and other financial resources that may be a barrier or need to obtain services.
- Must have excellent verbal and written communication skills, in addition to, good organizational and analytical skills.
- A desire to advocate for the rights of others is essential.
- Niagara County residents are encouraged to apply.
- Must have intermediate level of knowledge of computers, including the use of Excel spreadsheets, databases, word processing, and networks.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

WORKING CONDITIONS

WORK ENVIRONMENT	Office/ Community
PHYSICAL DEMANDS OF THE JOB	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
HOURS / SHIFTS	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime is rarely required.

CLASSIFICATION	Full-time, salary, non-exempt, professional staff. Range: $40,000-$42,000
BENEFITS	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match. Employee Assistance Program.
OTHER	Western New York Independent Living, Inc. values our employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols. Western New York Independent Living, Inc. is an Equal Opportunity Employer. Reasonable accommodations will be made for people with disabilities. Western New York Independent Living, Inc. is a scent-free Agency.

POSTING INFORMATION

Closing Date: September 18th, 2026
Cover Letter and Resume Required to:

Human Resources Dept.
WNY Independent Living, Inc,
3108 Main St.
Buffalo, N.Y. 14214
employment@wnyil.org