| JOB OVERVIEW | |
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| JOB TITLE | Person Centered Counselor |
| DEPARTMENT | Taking Control Program, Veteran Directed Care (VDC) |
| LOCATION | Buffalo, NY |
| DIRECT SUPERVISOR | Veteran Directed Care Coordinator |

## GENERAL JOB DESCRIPTION

Person Centered Counselor (PCC) will provide direct support to Veterans in assessing and budgeting to meet determined needs. PCC will work with the local VA Medical Center to ensure approval and monitoring of established budgets. PCC will perform ongoing services to the Veteran to ensure continued appropriate utilization of VDC benefits. PCC will also provide backup support to the Taking Control CDPAS Consumer Administrator functions as assigned by Director.

## SPECIFIC DUTIES & RESPONSIBILITIES

1. Respond to Veteran Directed Care referrals within the next working day and establish a face-to-face intake appointment to take place within 10 days.
2. Complete face-to-face intake appointment and functional needs assessment within ten (10) days, again at six (6) months post-intake, and annually thereafter with Veteran/Representative. This requires travel to the Veteran's residence (or agreed upon location).
3. Accurately documents consumer services and required paperwork in Western New York Independent Living (WNYIL's) Electronic Consumer Record (ECR) within two (2) working days of the service.
4. Collaborate with PA Specialists for onboarding the Veteran's selected Direct Care Worker(s).
5. Provide instruction to Veteran on the nature of the VDC program and provide referral to any additional Western NY Independent Living, Inc. (WNYIL) services at any of the locations for support to the Veteran.
6. Work with the Veteran face-to-face to develop a budget for goods and services consistent with functional needs assessment and consistent with VDC Policies and Procedures Manual.
7. Submit an initial Spending Plan (budget and supporting documentation) to the Director for review. Make amendments to the Spending Plan as necessary to meet VAMC review and Veteran's needs. Complete Spending Plans with the Veteran annually. Submit all Spending Plans and amendments to the Director for review.
8. Provide monthly documented contacts to Veteran/Representative. Provide quarterly face-to-face documented contacts to Veteran. Provide feedback on over or under utilization of goods and services according to the monthly authorized Spending Plan.
9. Create a Risk Mitigation plan with Veteran/Representative as necessary and in accordance with VDC Policies & Procedures.
10. Create an Action Plan with Veteran/Representative if Veteran is demonstrating overspending/overutilization of goods and services according to the monthly budget of the annual authorized Spending Plan.

11. Attend any VA in-service training as directed by the Director.
12. Provide outreach and information to the community to describe the Taking Control VDC program to Veterans and other community members.
13. Effectively communicate with VDC support staff regarding any changing needs for the Veterans.
14. Supply CDPAP and EISEP support as needed or as directed by supervisor.
15. Attend the 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

Associate degree in Human Services or related field
OR
Bachelor's degree in Human Services or related field

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

## KNOWLEDGE & EXPERIENCE (if required)

- Must have experience providing instruction on budgeting to others.
- Veterans who meet skills requirements are preferred.
- Individuals who have work experience supporting Veterans preferred.
- Understanding of military/veteran cultural competence preferred.

Bachelor's Degree requires (1) year of comparable work experience OR Associate's degree requires (2) years of comparable work experience.

## SKILLS & ABILITIES

- Must be able to travel independently throughout Erie, Niagara, Genesee, Livingston, Orleans, Wyoming, Monroe, Chautauqua, Cattaraugus, Allegany, Warren Counties. Expansion of the program may include other counties in the Western NY/Central NY and Northern PA regions.
- A background check is required for this position in accordance with company policy.
- Person Centered Counselor is expected to travel (with mileage compensation) to meet the Veterans' needs.
- Must be able to conduct functional needs assessments and report changes in functioning to the VA, and advocate for the Veterans' increased services and equipment needs.
- Must have competence and proficiency in math skills, monitoring, and adjusting budgets.
- Strong communication skills (verbal and written) and follow up.
- Must have an 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 people with disabilities.

## WORKING CONDITIONS

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| **WORK ENVIRONMENT** | Office/Community |

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| **PHYSICAL DEMANDS OF THE JOB** | Sitting for extended periods of time.<br>Occasional lifting of not more than 15 pounds. |
| **HOURS / SHIFTS** | 37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm.<br>Overtime is rarely required. |
| **CLASSIFICATION** | Full-time, salary, non-exempt, Professional staff.<br>Range: $48,000 - $50,000 |
| **BENEFITS** | Agency provided group health insurance.<br>Vision, dental, life, and supplemental insurance available.<br>PTO and paid holiday package.<br>403(b) retirement with Agency match.<br>Employee Assistance Program |
| **OTHER** | Western New York Independent Living, Inc. values employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols.<br>Western New York Independent Living, Inc. is an Equal Opportunity Employer.<br>Reasonable accommodation will be made for people with disabilities.<br>Western New York Independent Living, Inc. is a scent-free Agency. |

## POSTING INFORMATION

Closing Date: October 2nd, 2026

Cover Letter and Resume Required to:

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