

JOB OVERVIEW	
JOB TITLE	NY Connects Region 1 Coordinator
DEPARTMENT	NY Connects
LOCATION	Buffalo, NY
DIRECT SUPERVISOR	Chief Operations Officer

GENERAL JOB DESCRIPTION

Provides day-to-day management of the NY Connects contract with NYS Office for the Aging (NYSOFA) for the Western region. Monitors, analyzes and conducts monthly reporting on the performance of activities and staff working under the NYSOFA contract through all Independent Living Centers involved with the project. Collaborates with program staff, NYSOFA, and other ILC staff working in the program and other community partners to ensure the success of the program.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Serve as the key point of contact and liaison between all regional Independent Living Center subcontractors, NY Connects Independent Living Outreach Specialists, Offices for the Aging, Department of Social Services and other strategic outreach and engagement partners.
2. Develop and deliver an Outreach and Engagement Plan, which will serve as a regional framework to reach the specified target cohorts of people with disabilities and aging populations.
3. Develop and maintain professional working relationships with all program subcontractors, partners and other community stakeholders.
4. Provide ongoing programmatic and technical assistance to all subcontractors, including on-site and remote support, all required trainings, and event coordination.
5. Manage the day-to-day operations of the program throughout local and regional sites to ensure achievement of programmatic goals as prescribed in the work plan to enhance and expand NY Connects.
6. Provide direct primary supervision to regional staff including the Program Assistant and Seneca Nation Independent Living Outreach Specialist.
7. Work with site supervisors to strengthen staff productivity and proficiency; work in collaboration with all satellite offices for performance improvement as needed.
8. Complete and submit all required reporting for NYSOFA, including summary reports on programmatic and financial activities during the contract year, as specified in the annual Program Specific Assurances.
9. Ensure completion and submission of all WNYIL reporting, including monthly CEO Reports and pulling requested data for federal and state Independent Living reporting.
10. Facilitate public education and marketing activities to raise awareness of NY Connects and monitor impact data to identify potential gaps and needs in services.
11. Coordinate and conduct site visits and regular calls to all subcontractors including the WNYIL family of agencies.
12. Monitor and recommend revisions to program quality assurance policies and procedures for effective service delivery.

13. Monitor compliance protocols and safeguards to ensure the highest standards of program integrity.
14. Maintain expertise and competency in areas related to populations served through the program, including monitoring trends and areas of need, to enhance capacity of NY Connects.
15. Maintain guidance and knowledge of internal referral sources, such as the Medicaid Facilitated Enrollment for Aging Blind and Disabled program, as well as external referral sources, such as those utilized by local Offices for the Aging, to ensure comprehensive and appropriate linkages and supports to consumers.
16. Attend trainings, in-services and program meetings as defined by NYSOFA, and communicate all necessary training information and requirements to NY Connects program staff.
17. Update the NY Connects program manual, and all training materials as needed.
18. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as instructed.
19. Participate in maintaining a neat, clean and safe work environment.
20. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

High School Diploma or equivalent

OR

Associate degree in a Human Service field

OR

Bachelor's Degree

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

KNOWLEDGE & EXPERIENCE (if required)

- Has demonstrated leadership of a contract/program.
- Possess knowledge of persons with disabilities services and entitlements.
- Experience working with individuals with disabilities.
- Supervisory experience preferred

High school diploma, or equivalent requires eight (8) years of work experience with all disabilities.

Associate degree requires six (6) years of work experience with all disabilities.

Bachelor's degree requires four (4) years of work experience with all disabilities.

SKILLS & ABILITIES

- Must be able to travel independently throughout the Western Region of New York.
- 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.
- Preference will be given to individuals who are English/Spanish Bilingual.
- Strong interest in health reform and familiarity with non-profit operations and federal, state or local government funding preferred.

- Strong analytical, quantitative, planning and organizational skills with the ability to work independently in a fast-paced environment, manage and prioritize multiple tasks, and working with attention to detail is preferred.
- Must possess strong research and writing skills and the ability to work well given tight deadlines.

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 rarely required.
CLASSIFICATION	Full time, salary, non-exempt, professional staff Range: \$50,000 - \$54,000
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: July 29, 2025

Cover Letter and Resume Required to:

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