

JOB OVERVIEW	
JOB TITLE	Program Assistant
DEPARTMENT	Mental Health Peer Connection (MHPC)
LOCATION	Buffalo, N.Y.
DIRECT SUPERVISOR	Director, MHPC
GENERAL JOB DESCRIPTION	
Provide clerical and planning support to MHPC such as obtaining, calculating and measuring outcomes/benchmark data. Provides office support to MHPC staff in an effort to increase efficiency in the delivery of services. Assists with the coordination, convening and recordkeeping of the MHPC Governing Council.	
SPECIFIC DUTIES & RESPONSIBILITIES	
<ol style="list-style-type: none"> 1. Completes all documentation assignments within designated time periods. 2. Schedules and attends MHPC Council and subcommittee meetings to take minutes and provide onsite meeting coordination. 3. Transcribes meeting minutes within 24 hours. 4. Maintains official MHPC Council records. 5. Distributes all required reports and notices to Council members within the designated timeframes. 6. Produces and submits MHPC's CEO Report by the second business day of each month. 7. Provides clerical and office support to MHPC staff. 8. Verifies staff mileage records before submitting to MHPC Director. 9. Maintains access to MHPC Staff calendars and a day-to-day awareness of staff schedules for safety and efficiency purposes. 10. Cancels staff consumer appointments when they are out due to illness. 11. Verifying staff followed established consumer inactive process before closing the case. 12. Contributes to a welcoming environment for MHPC guests and consumers. 13. Answering all incoming departmental phone calls and forwarding them to the appropriate staff. 14. Provides back-up receptionist duties for other Western New York Independent Living, Inc. (WNYIL) Departments when requested and/or scheduled. 15. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as instructed. 16. Participate in maintaining a neat, clean and safe work environment. 17. Perform other job-related duties as assigned by the supervisor. 	
EDUCATION & TRAINING	
High school diploma or equivalent OR Associate Degree in human Services, Education, English or related field	
<ul style="list-style-type: none"> • Candidate must be willing to become and/or maintain designation as a notary public. • Professional and life experience may be considered in lieu of, in full or part of academic credentials. 	

KNOWLEDGE & EXPERIENCE (if required)

High school diploma or equivalent requires two (2) years of general office work experience. Associate degree requires one (1) year of general office work.

SKILLS & ABILITIES

- Must be able to type thirty-five (35) words per minute.
- 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 rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, support staff. Range: \$41,000 - 43,700
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 5, 2025

Cover Letter and Resume Required to:

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