

JOB OVERVIEW	
JOB TITLE	Independent Consumer Advocacy Network (ICAN) Outreach and Advocacy Navigator
DEPARTMENT	Advocacy & Public Policy
LOCATION	Buffalo, NY
DIRECT SUPERVISOR	Chief Policy Officer (CPO)

GENERAL JOB DESCRIPTION
Build capacity within the program as a lead resource for Managed Long-Term Care (MLTC) and Health and Recovery Plan (HARP) questions, inquiries and technical assistance for ICAN partner organizations. The overall goal for the program is to serve consumers, community members businesses, individuals with disabilities or chronic illnesses, caregivers and professionals through educational presentations, the Summit of Aging, town meetings, community outreach and presentations.

SPECIFIC DUTIES & RESPONSIBILITIES
1. Coordinate and implement goals and objectives in regard to the ICAN Ombudsman Program that relate to outreach and community awareness efforts to targeted populations. 2. Responsible for the coordination and implementation of community outreach events of ICAN goals based on outreach to the community and professionals. 3. Develop, coordinate, and conduct community outreach and provide in-services and presentations to area organizations, clubs, schools, and other community groups based on the ICAN Grant Objectives. 4. Assist consumers in receiving equal rights, pertaining to their healthcare needs, as a lead resource for HARP questions, inquiries, and technical assistance. 5. Provide linkage to other community services relating to the needs of the population. 6. Make referrals and when necessary, assist consumers in linking to appropriate programs and services that they need. 7. Maintain records of contacts with community members, businesses, individuals with disabilities and/or chronic illnesses. 8. Complete required monthly, quarterly, and annual reports. 9. Accurately document consumer services and required paperwork in required electronic databases within two (2) working days from date of service. 10. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities. 11. Participate in maintaining a neat, clean and safe work environment. 12. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING
High school diploma or equivalent 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)

High school diploma or equivalent requires five (5) years' related work experience.
Bachelor's degree requires two (2) years' related experience in health care or advocacy.

SKILLS & ABILITIES

- Must be available for occasional weekend and evening outreach events.
- Must possess organizational and public communications skills.
- Must have intermediate level 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, Professional staff. Range: 47,000 – 49,000
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 30, 2025

Cover Letter and Resume Required to:

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