

JOB OVERVIEW

JOB TITLE	Personal Assistant (PA) Specialist
DEPARTMENT	Human Resources (HR)
LOCATION	Buffalo, N.Y.
DIRECT SUPERVISOR	Human Resource Coordinator

GENERAL JOB DESCRIPTION

Perform onboarding activities for Personal Assistants (PAs) for the Taking Control program. Assist consumers/employers, or their Designated Representatives (DRs), in the recruiting of individuals for employment. Provides coverage at other Western New York Independent Living, Inc. (WNYIL, Inc.) locations as needed.

SPECIFIC DUTIES & RESPONSIBILITIES

EISEP/VDC Specific Duties

1. Perform onboarding activities for employment for prospective PAs or DCWs.
2. Ensure that PAs submit all required employment documentation.
3. Ensure that all data points are entered on the PA/DCW tracker as PA/DCWs move through the hire process.
4. Follow all established processes relative to processing and maintaining PA/DCW employment.
5. Follow the established PA Readiness process for new and returning PAs/DCWs.
6. Ensure that PAs update all necessary medical and administrative information on an annual basis.
7. Scan, upload, and record all required PA/DCW information into all appropriate databases within 24 hours.
8. Run the weekly Reminders Report for PA medicals. Print and mail letters that go with the report and inactivate any PA that has reached the past due date.
9. On a weekly basis update the I-9's of new PA/DCWs that have started working to finalize the I-9 process.
10. Maintain a regional PA/DCW availability list to assist consumers/employers, or Designated Representatives, in identifying prospective candidates for employment.
11. Perform a name search of all PAs, before employment, on all applicable state and federal Office of the Medicaid Inspector General's (OMIG) exclusion lists.

PPL Specific Duties

1. Assist PAs with the completion and submission of all required employment documentation to the PPL@Home database.
2. Assist in scheduling initial and annual health assessments with PPL's designated occupational health vendor.
3. Monitor and follow up with PAs to ensure the successful on-time completion of their annual health assessment update in accordance with PPL processes.
4. Follow up on interested PAs in accordance with PPL processes.
5. Monitor the PA record to ensure the first timesheet submission is successful and the PA receives their first paycheck.

General Duties

1. Respond to phone calls within 24-hours.
2. Participate in PA Specialist Team meetings.
3. Refer any issues regarding fraud, waste or abuse to the Corporate Compliance Department.
4. Participate in maintaining a neat, clean, and safe work environment.
5. Perform other job-related duties as assigned by the supervisor.
6. Work in conjunction with the Taking Control staff to assist consumers with obtaining services.
7. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as instructed.

EDUCATION & TRAINING

High School diploma or equivalency
OR

Associate Degree in Human Services, Business or related field

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 three (3) years of general office work experience.

Associate Degree requires one (1) year of work experience as an Administrative Assistant.

SKILLS & ABILITIES

- Must have a form of reliable transportation in order to travel independently throughout Erie, Niagara, Genesee, Orleans and Wyoming Counties.
- Fluency in Spanish and/or Russian strongly preferred.
- Must have basic 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: \$43,500 - \$46,500
BENEFITS	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday packages.

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: October 14, 2025

Cover Letter and Resume Required to:

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