

JOB OVERVIEW

JOB TITLE	Director of Independent Living Services
DEPARTMENT	Independent Living Center (ILC)
LOCATION	Buffalo, NY
DIRECT SUPERVISOR	Chief Operations Officer (COO)

GENERAL JOB DESCRIPTION

This position is responsible for the supervision of the various specialists within the department, overseeing billing activity, monitoring outcomes, developing programming, identifying consumer trends and addressing advocacy issues.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Responsible for the supervision of identified programs, including:
 - a. Monitoring the progress of programs.
 - b. Evaluating the impact of the programs.
 - c. Achieve and report the progress of program goals to appropriate funding sources.
2. Supervise program and administrative staff according to WNYIL policies, procedures, and practices, including:
 - a. Recruitment
 - b. Hiring
 - c. Evaluation of staff
 - d. Termination of staff
3. Request the acquisition of budgeted goods and services necessary for the operation of programs.
4. Monitor consumers' service records to ensure that consumer data and reporting of services are complete and correct.
5. Coordinate and ensure accuracy of the preparation of monthly, quarterly and annual reports.
6. Identify consumer trends and potential systemic advocacy issues.
7. Conduct and collect the results of WNYIL's consumer satisfaction measuring tools and report results to WNYIL's Administration.
8. Complete ongoing training and education necessary to meet the supervision qualifications of identified programs.
9. Oversee and supervise Ticket to Work (TTW) and New York State Employment Service System (NYESS) activity.
10. Participate in maintaining a neat, clean and safe work environment.
11. Perform any other duties as deemed legally and ethically necessary by the Supervisor.
12. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as instructed.

EDUCATION & TRAINING

Bachelor's Degree and at least four years (4) of relevant experience delivering vocational services to individuals with disabilities.

OR

A Master's Degree in Rehabilitation Counseling and at least two years (2) of relevant experience delivering vocational services to individuals with disabilities.

KNOWLEDGE & EXPERIENCE (if required)

- Experience working with individuals with disabilities is preferred.
- Professional and life experience may be considered in lieu of, full or part of academic credentials.

SKILLS & ABILITIES

- Must have reliable transportation and the ability to travel independently.
- Must have prior supervisory experience.
- Must have intermediate 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.
- Must complete NYS CASE Trainings within the first 12 months of employment
- Excellent written and verbal communication skills, good organization and analytical skills.
- Multi-tasking and time management with the ability to prioritize tasks correctly are essential for this position.

WORKING CONDITIONS

WORK ENVIRONMENT

Office/Community

PHYSICAL DEMANDS OF THE JOB

Sitting for extended periods of time.
Occasional solo lifting of not more than 35 pounds.
Occasional bending, reaching, and grasping.

HOURS / SHIFTS

37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm.

CLASSIFICATION

Full-time, salary, exempt, Professional staff
Salary - \$70,000-\$75,000

BENEFITS

Agency provided group health insurance.
Vision, dental, life, and supplemental insurance available.
PTO and paid holiday package.
403(b) retirement with Agency match.
Employee Assistance Program

OTHER

Western New York Independent Living, Inc. values 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: November 12, 2025

Cover Letter and Resume Required to:

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