

JOB OVERVIEW	
JOB TITLE	Consumer Administrator
DEPARTMENT	Taking Control
LOCATION	Buffalo - WNYIL
DIRECT SUPERVISOR	Director of Taking Control

GENERAL JOB DESCRIPTION

The Consumer Administrator supports consumers in the CDPAP as part of WNYIL's partnerships with Public Partnerships, LLC (PPL), the Statewide Single Fiscal Intermediary (FI). The Consumer Administrator will facilitate the enrollment of EISEP Consumers within the region as applicable. The Consumer Administrator will maintain a minimum caseload of assigned consumers and their caregivers to successfully meet the requirements of the respective programs. This position assists with the registration processes, provides guidance on program requirements, and provides instruction to Consumers on strategies for recruitment and retention.

SPECIFIC DUTIES & RESPONSIBILITIES

ESSENTIAL JOB DUTIES:

1. Assist CDPAP consumers registering in PPL's CDPAP portal and provide and review the Memorandum of Understanding (MOU) and obtain Consumer/DR signature.
2. Monitor consumer's fulfillment of the Consumer Participation Agreement and follow up on issues that arise including use of hours.
3. Provide consumers with orientation and training in the CDPAP/EISEP program to ensure they have a full grasp of program requirements and their obligations as a joint employer.
4. Provide ongoing education and support via telephone, electronic means, in-office or community/in-home support to ensure consumers understand best practices for managing their PAs including hiring, training, separation and other aspects of the CDPAP as well as fraud, waste and abuse prevention and detection.
5. Accurately generate and process communications as necessary to notify Taking Control staff, HR, and Billing of Consumer status changes.
6. Collaborate with PA Specialists for onboarding of consumers' PAs.
7. Immediately report actual or suspected consumer and personal assistant misuse of the program and/or fraud to supervisor and Compliance Department.
8. Enter consumer data into WNYIL's Electronic Consumer Record and other required databases within 2 business days of contact.
9. Review the Overtime Report produced by PPL within 24 hours of release. Identify any assigned consumer having PAs with overtime. Immediately contact the consumers to identify reasons for the overtime usage and offer assistance and/or

To PC:
PC Approval
TO BOD:
BOD approval:

guidance in line with PPL guidance. Work with the consumer to create a corrective action plan report to submit back to PPL.

10. Provide teaching and training to Consumers on Independent Living Skills specific to recruitment and retention of PAs.

GENERAL DUTIES:

1. Act as the point of contact for the consumer for the regional Taking Control team to ensure a successful, quick and efficient start for consumers enrolling into CDPAS.
2. Act as the point of contact for the consumer for the Taking Control regional team in resolving consumers' concerns/issues quickly and effectively.
3. Follow all processes outlined in the Taking Control ILC CDPAP Process Manual.
4. Attending all mandatory Agency and departmental training and meetings.
5. Provide language translations options to Consumers/Designated Representatives in their preferred language.
6. Receive program directions from the Director of Taking Control.
7. Participate in maintaining a neat, clean, respectful, and safe work environment.
8. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

High school diploma or equivalency

OR

Associate 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 three (3) years of general office work experience.

Associate degree requires one (1) year of general office work experience.

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

SKILLS & ABILITIES

- Must have a form of reliable transportation to travel throughout the Western New York Counties as assigned.
- Must be able to type 35 words per minute and have excellent organizational skills.
- 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 people with disabilities.

WORKING CONDITIONS

To PC:
PC Approval
TO BOD:
BOD approval:

WORK ENVIRONMENT	Office/ Community
PHYSICAL DEMANDS OF THE JOB	1. Work is typically performed indoors and requires minimal lifting of up to 15 pounds. 2. Ability to enter data, notes, and other documentation into a computer. 3. Must be able to travel throughout covered counties in and around Western New York as needed. This may also include travel to regional- or state-level meetings or functions within NYS on occasion.
HOURS / SHIFTS	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime is rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, Professional staff. Range: \$45,000-\$47,000
BENEFITS	Agency provided group health insurance. Vision, dental, life, and supplemental insurance available. PTO and paid holiday package. 403(b) retirement with Agency matches. 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 accommodation will be made for people with disabilities. Western New York Independent Living, Inc. is a scent-free agency.

EMPLOYEE ATTESTATION

Closing Date: November 4th, 2025

Cover Letter and Resume Required to:

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