

JOB OVERVIEW	
<b>JOB TITLE</b>	Program Assistant
<b>DEPARTMENT</b>	Independent Living Services
<b>LOCATION</b>	Buffalo, NY.
<b>DIRECT SUPERVISOR</b>	Director of Independent Living Services

### GENERAL JOB DESCRIPTION

Assist the Director of ILS with all duties as requested. Perform general office duties. Provide office support to ILC staff to increase efficiency in the delivery of services. Lead the coordination of the Medical Equipment Loan Closet.

### SPECIFIC DUTIES & RESPONSIBILITIES

1. Complete all documentation assignments with designated time periods.
2. Assist the Director of ILS in the preparation of monthly, quarterly and annual reports.
3. Act as the ILC staff lead for the Loan Closet, providing team coordination. Manage incoming donations to the Loan Closet.
4. Provide clerical and office support to ILC Director and staff.
5. Prepare and mail consumer information packets as requested.
6. Scan and upload information and provide to the appropriate ILC staff for use and upload into the Electronic Consumer Record (ECR).
7. Assist Agency staff with copying and proof-reading material.
8. Assist the ILC in obtaining and compiling consumer satisfaction and experience responses.
9. Maintain and monitor the supply inventory for the ILC.
10. Maintain understanding of the ECR to access and review information as requested by the Director of ILS.
11. Monitor staff schedules. Provide support to the Director of ILS for review and approval of timecards and evaluations.
12. Verify staff mileage records.
13. Assist staff in planning and documenting out-of-town travel costs.
14. Post and take out-going mail either to the mailbox or post office when scheduled.
15. Provide back-up in receiving and distributing all incoming mail to departments. Collect and post all departments outgoing mail, when requested and/or scheduled.
16. Provide back-up when requested and/or scheduled to answer all outside calls for Western New York Independent Living, Inc. (WNYIL) and direct the callers to the appropriate staff/department.
17. Provide back-up receptionist duties for other WNYIL departments when requested and/or scheduled.
18. Perform Notary Public services for WNYIL and consumers.
19. Participate in direct service activities as assigned when cases are assigned by the director and or intake office. This entails carrying a caseload, completing all necessary

services and documentation of an independent living specialist but will carry a smaller caseload and traveling to see consumers when assigned.

20. Participate in outreach events and activities, as assigned
21. Ensure billable notes have been entered into the electronic health record system within 48 hours of contact.
22. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as required.
23. Maintain consistent contact and communication with the Director of ILS.
24. Participate in maintaining a neat, clean and safe work environment.
25. Perform other job-related duties as assigned by the supervisor.

### EDUCATION & TRAINING

- Within one (1) year of employment, candidate must become a licensed Notary.
- Professional and life experience may be considered in lieu of, in full or part of academic credentials.

High school diploma or equivalent

OR

Associate Degree in Human Services, Education, English or related field

### 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 experience.

### SKILLS & ABILITIES

- Must be able to type thirty-five (35) word per minute.
- Bi-lingual candidates are encouraged to apply.
- 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

<b>WORK ENVIRONMENT</b>	Office/Community
<b>PHYSICAL DEMANDS OF THE JOB</b>	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
<b>HOURS / SHIFTS</b>	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime rarely required.
<b>CLASSIFICATION</b>	Full-time, salary, non-exempt, support staff. Range: \$38,000 to \$40,615
<b>BENEFITS</b>	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
<b>OTHER</b>	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.

## JOB POSTING

Closing Date: March 3, 2026

Submit Cover Letter (Required) and Resume to:

Human Resources Department  
WNY Independent Living, Inc.  
3108 Main St.  
Buffalo, N.Y. 14214  
[employment@wnyil.org](mailto:employment@wnyil.org)