

JOB OVERVIEW

JOB TITLE	Facilitated Enroller
DEPARTMENT	Healthy Living
LOCATION	Cheektowaga, NY
DIRECT SUPERVISOR	Healthy Living Coordinator

GENERAL JOB DESCRIPTION

Educate, engage and enroll individuals who are aged (over 65,) legally blind and disabled, to address their needs for health insurance by addressing the levels of eligibility, type of insurance that he or she is qualified for, prepare the application, and diligently follow through to collect information which is needed to fulfill the eligibility requirements, set forth by Local County Department of Social Services (LCDSS).

SPECIFIC DUTIES & RESPONSIBILITIES

1. Attend all necessary DOH, CSS-NY, community or Agency trainings as required.
2. Attend at least one professional/community training every six months specific to the aged, blind and disabled population or health care enrollment process.
3. Enroll in professional development trainings to increase efficiency, accuracy, communication or personal and leadership skills.
4. Continuously work to identify and conduct outreach activities utilizing new and existing opportunities to educate, engage and enroll specialized populations which live within designated service areas.
5. Conduct community-based education sessions, presentations or public events to educate the general public on available health insurance options.
6. Conduct one-on-one appointments with consumers in a location convenient to them (i.e. home visits, agency meeting spaces, community settings) to discern eligibility according to the guidelines of LCDSS.
7. Assist Consumers in compiling information needed to complete Medicaid application process.
8. Conduct regularly scheduled public enrollment sessions at various locations in the community to review applications and assist with enrollment.
9. Be present and participate in team meetings as scheduled.
10. Accurately document consumer services and required paperwork in WNYIL's Welligent Database, as well as Sales Force as required by CSS-NY, within two (2) business days of the date of service.
11. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as instructed.
12. Participate in maintaining a neat, clean and safe work environment.
13. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

High School diploma or equivalent

OR

Associate degree

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 of work experience.

Associate degree requires three (3) years of work experience.

Bachelor's degree requires one (1) year of work experience.

SKILLS & ABILITIES

- Must be able to travel independently within the assigned service area.
- Personal experience with disability, aging or Medicaid is preferred.
- Preference will be given to individuals who are Bilingual.
- Experience working in the health and human service field preferred.
- Must have an 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

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: \$40,000 - \$43,000

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: March 13, 2026

Cover Letter and Resume Required to:

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