

JOB OVERVIEW	
JOB TITLE	Workforce Development Facilitator
DEPARTMENT	Human Resources
LOCATION	Buffalo, NY.
DIRECT SUPERVISOR	Chief Human Resource and Compliance Officer (CHRCO)

GENERAL JOB DESCRIPTION

Responsible for the development, implementation, and maintenance of all professional Agency trainings, curriculum development, and supportive instruction services.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Provides leadership and expertise to manage and coordinate the Agency's new hire orientation process.
2. Develop and/or facilitate all mandatory staff trainings, and ongoing technical support to new staff, including orientation to the Agency, its programs, and its philosophy.
3. Collaborate with management team to ensure training, adherence to policies, regulations, directives, and recommendations from federal, state, and local agencies and funding sources.
4. Develop and/or facilitate in-service training and on-going technical support to all staff on topics deemed necessary by funding sources or the management team including the development and maintenance of reference materials.
5. Maintain communication with and provide support that is responsive to the needs of WNYIL, Inc. employees, including effective development and implementation of practices, procedures, processes, training, and customer support regarding all aspects of Agency programs.
6. Coordinate the delivery of information sessions from internal and external sources for staff on services and programs for people with disabilities, on topics that are identified as necessary by Senior Management.
7. Collaborate with management team to conduct orientations to new volunteers/interns of the Agency.
8. Analyze training needs to develop or modify training curriculum, materials, and training manuals.
9. Maintain staff/volunteer/intern training records in Agency-wide database system.
10. Enter credentials in Agency-wide database and track expiration dates, facilitating recertification efforts as needed.
11. Maintain proficiency in Agency-wide databases and provide ongoing technical support to all staff.
12. Submit reports, including the monthly Agency CEO report, to appropriate funding sources, agencies, departments, and committees.

13. Attend meetings and participate in professional development through appropriate conferences, workshops, seminars, or webinars as required by funding sources or as directed by supervisor.
14. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as instructed.
15. Serve as a member of the Electronic Consumer Record Committee and function as the recording secretary.
16. Participate in maintaining a neat, clean, and safe work environment.
17. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

Master's degree

OR

Bachelor's degree in Education or related human services field

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

KNOWLEDGE & EXPERIENCE (if required)

- At least two (2) years of related experience in training and development, preferably with a focus on adult learning.

SKILLS & ABILITIES

- Must have an intermediate level of knowledge of computers, including the use of Excel spreadsheets, databases, word processing, and networks.
- Must be able to travel independently to WNYIL offices in all service delivery areas.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for people 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 is rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, professional staff. Salary \$55,000-\$60,000
BENEFITS	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match.

TO PC: 2026-09-22

PC APPROVAL:

TO BOD:

BOD APPROVAL

	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: September 25th, 2026 Cover Letter and Resume Required to: Human Resources Dept. WNY Independent Living, Inc. 3108 Main St. Buffalo, N.Y. 14214 employment@wnyil.org	