

JOB OVERVIEW	
JOB TITLE	Director
DEPARTMENT	Independent Living Services (ILS)
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 in 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. Must complete NYS CASE Trainings within the first 12 months of employment. 10. Oversee and supervise Ticket to Work (TTW) and New York State Employment Service System (NYESS) activity. 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

Bachelor's degree in Rehabilitation Counseling

OR

Master's degree in Rehabilitation Counseling

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

KNOWLEDGE & EXPERIENCE (if required)

- Bachelor's degree requires four (4) years of relevant experience in delivering vocational services to individuals with disabilities.
- Master's degree requires two (2) years of relevant experience in delivering vocational services to individuals with disabilities.

SKILLS & ABILITIES

- 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 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.
CLASSIFICATION	Full-time, salary, exempt, professional staff. Salary Range: \$70,000 - \$75,000
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: November 4, 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