



St. Lawrence County: 156 Center Street Massena, NY 13662
Ph: (315) 764-9442 **Fx:** (315) 764-9464

Franklin County: 3372 St. Rt. 11, Ste D, Malone, NY 12953
Ph: (518) 483-2151 **Fx:** (518) 483-7491

Jefferson & Lewis Counties: 120 Washington St., Ste 430, Watertown, NY 13601
Ph: (315) 764-9442 **Fx:** (315) 405-4991

JOB TITLE: NY Connects Coordinator

SUPERVISORS: Deputy Director, Executive Director, RCIL Project Director(s)

POSITION SUMMARY

The primary duty of the NY Connects Coordinator is to assist individuals with disabilities, chronic health conditions, the elderly, and their family members/friends to learn about long term services and supports to help a person stay at home, stay in the community, or stay independent. The Coordinator helps educate on available resources in the community, helps an individual decide what services would be best for them, and assists with linkages to these home and community based services. The NY Connects Coordinator will provide information and assistance to all individuals seeking support with a focus on supporting the participant's independence and self-determination. Objective and accurate information will be provided that includes all provider contact information, program eligibility requirements, and financial or payor requirements in the manner that is most appropriate to the participant (postal mail, email, or in person), in a timely manner (within three business days), and in the language identified by the participant.

JOB DUTIES

- Utilize and create community partnerships with the local DSS, OFA, OPWDD, and other community-based organizations to provide assistance to participants
- Arrange for meetings at participants' request in mutually agreeable locations ensuring confidential conversations and will travel to the home of the participant as requested
- Provide NY Connects services at outreach locations and co-locate with other NY Connects providers
- Be fully prepared to administer the No Wrong Door (NWD) screening tool and online applications
- Utilize Person-Centered Assistance/Options counseling techniques to assist participants
- Work with other NWD partner agencies
- Participates in RCIL and MILC staff meetings, webinars, and activities
- Conduct education and awareness presentations to community partners, groups, and individuals about local long term supports and services
- Attend various local community groups and task force meetings including the Long Term Care Council
- Research and report on local community agencies, supports, and programs to consumers for enrollment
- Provides information and referral to consumers about long term care supports and local organizations, along with follow-up and assistance for successful enrollment and goal completion
- Gather required data and information to submit to the RCIL Project Director in a timely manner
- Adhere to the NY Connects State Program Standards and Work Plan

REQUIRED SKILLS AND EXPERIENCE:

- Excellent interpersonal and communication skills
- Technology skills including using a computer, office equipment, and MS Office software including Word/Excel/Outlook, and use of web-based systems
- Typing skills, documentation and data entry, public speaking, problem solving skills, and organizational skills
- Ability to assist individuals in completion of online questionnaires, conduct the No Wrong Door screen, and maintain electronic records
- Provide appropriate information and linkages to programs and/or services
- Utilize a strength-based, person-centered approach
- Work with diverse populations
- Respond to individuals in a professional, nonjudgmental, and culturally appropriate manner
- Ability to respond to individuals requiring special attention and refer or assist appropriately
- Knowledge of all populations that may need LTSS and related community resources and service eligibility criteria; and, the ability to coordinate or provide linkage to appropriate applications and/or assessments to determine program eligibility and/or to determine financial eligibility.

REQUIREMENTS

- Full Time, 40hpw, Non-Exempt, Hours: M-F 9AM-5PM, with ability to work outside of regular business hours as a reasonable accommodation
- Travel: Travel throughout St. Lawrence County in your own vehicle is required. Mileage is reimbursed. The vehicle must be insured.
- Bachelor's Degree in Human Services or related field with 2 years of experience working in a human services field providing direct services to consumers. Experience with the provision of information and referral services preferred. Other educational degrees in combination with work experience will be considered.

Rate of Pay: \$14.42 per hour

Generous benefit package including, but not limited to, health/dental/vision insurance, 403(b) retirement plan, paid Holiday, Vacation, Personal, Sick, and bereavement time.