



**MAXIMIZING INDEPENDENT
LIVING CHOICES**

St. Lawrence – Massena – 156 Center Street, Massena, NY 13662
P: 315-764-9442 F: 315-764-9464

St. Lawrence – Ogdensburg – 1033 Paterson Street, Ogdensburg, NY 13669
P: 315-764-9442 F: 315-713-8115

Jefferson & Lewis – Watertown – 120 Washington St, #430, Watertown, NY 13601
P: 315-764-9442 F: 315-405-4991

Franklin – Malone – 3372 St. Rt. 11, Ste D, Malone, NY 12953
P: 518-483-2151 F: 518-483-7491

CDPAS Program Specialist

The Mission of the MILC is to empower people with disabilities to live more independent and productive lives, and to promote beneficial policies and community understanding of disability issues. The Consumer Directed Personal Assistant Services (CDPAS) program is a home health care program where the consumer directs, employs, and trains a personal assistant of their choosing. MILC operates the program and serves as a subcontractor to the fiscal intermediary.

RESPONSIBILITIES:

- Provide information on the CDPAS program to potential consumers and assistants
- Answer incoming calls and route to the appropriate staff member, or complete the request of the caller immediately
- Process employment paperwork and status for all assistants (employees) of the CDPAS program
- Maintain CDPAS consumer and assistant files and annual updates
- Assemble consumer and assistant orientation packets
- Orient consumers and assistants at the request of the CDPAS Program Coordinator
- Submit and process assistant criminal background checks, medical documentation, and required employment documentation
- Maintain a system to assure that personal assistants have submitted all necessary required documents
- Maintain all assistant and consumer data in multiple databases. This program is very
- Update assistant availability lists
- Respond to consumer and assistant phone calls within 24 hours
- Perform any other duties as deemed legally and ethically necessary by the supervisor

SUPERVISION:

Works under direct supervision of the CDPAS Program Coordinator and Director of CDPAS team.

STANDARDS OF PERFORMANCE:

Must at all times perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

QUALIFICATIONS:

- High School Diploma (GED) with three (3) years of professional office experience preferred. Professional and life experience may be considered in lieu of academic credentials.
- Must be efficient and effective in the use of; computers, email, word processors, spreadsheets, databases; multi-line telephones and voice mail systems; copy/fax/scan printing machines; filing and maintaining professional office organization. Must have excellent in-person, telephone, and written communications skills.

- Must be organized and able to manage diverse tasks and deadlines in cooperation with co-workers and supervisors. This position requires a significant portion dedicated to computer work with data entry and logging all calls and notes.
- Personal experience of a disability preferred, but not required. Persons with a disability, racial, and ethnic minorities are encouraged to apply. MILC is an Equal Opportunity Employer.

OTHER:

- Travel will be occasionally required and mileage will be reimbursed by MILC
- Hours will be 9:00AM-5:00PM Monday-Friday
- MILC offers a generous benefit package including paid vacation, holiday, sick, personal, & bereavement time, snow days, 403(b) retirement plan, paid lunch/breaks, employer sponsored health/dental/vision insurance, and more.

*This description may not include all of the duties; knowledge, skills, or abilities associated with this position and will be modified as the need arises.