Self-Initiated Living Options, Inc.
Suffolk County's Center for
Independent Living and Disability Rights
education - advocacy - empowerment

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Office for the Aging SILO's New York Connects Program

Information and Assistance/ Outreach

Reports to: Director New York Connects/ Independent Living Services

Travel Required: The Information and Assistance person's office is at SILO in Medford, N.Y.

Salary: $45,000-$47,000

Position: Full Time

35 hours per week (does not include lunch time.)

Applicant will be trained

The purpose of SILO is to enable people with disabilities of Nassau and Suffolk County, New York to gain effective control and direction of their lives. SILO advocates and promotes a growing sense of personal dignity and responsible community participation through training, community development and direct services responsive to the needs of the people.

NY Connects is the trusted place to go for free, unbiased information about long-term services and supports in NYS for people of all ages or with any type of disability. Long-term services and supports include medical and non-medical services a person needs to improve or maintain health and independence. The NY Connects program may provide services in a nursing home, the individual's home, or other community-based settings. Our goal is to help individuals live independently while meeting their medical, social, and functional needs that arise from disability or aging.

The NY Connects Information & Assistance (I&A) Specialist primarily delivers information and assistance on long term care services and supports to individuals, families, caregivers, professionals, and Long Island communities who are in need of accessing and navigating through complex systems.

Responsibilities:

• Provides Information and Assistance to consumers through the phone, e-mail, mail or in-person at the office.
• Provides unbiased information and assistance on all long-term care services/supports, conducts general screening of consumers to determine needs, may link consumers with long-term care services and supports, and may provide follow-up with consumers.
• Acquires and maintains a thorough knowledge of all local long-term care programs, as applicable to individuals with disabilities and older adults.
• Maintain accurate consumer Information & Assistance records in NYSOFA data base and SILO database.
• Build connections and correspond to emails and phone calls in a timely manner.
• Maintain great interpersonal and communication skills. Going the extra mile to assist participants in meeting the program's goal.
• Advocate, refer, and assist with application assistance when appropriate, ex: Medicaid, HEAP, SCAT, SNAP, internal referrals.
• Comply with the New York State NY Connects Standards when interacting with all consumers and performing other job duties.
• Educate communities and build linkages and contacts for the program.
• Outreach to disability agencies, health care providers, hospital social workers, personal care assistance programs, and other agencies that serve people with disabilities.

• Person-Centered Counseling:
-Conduct comprehensive assessments to understand clients' unique needs, goals, and preferences.
-Utilize PCC principles to guide clients in exploring their options and making informed decisions.
-Facilitate discussions about clients' values, beliefs, and aspirations to promote self-determination.
-Assist clients in developing personalized care plans that align with their individual goals.
• Perform other tasks as assigned by the Program Director.

Qualifications:

- Experience working with individuals with disabilities, elderly or related experience;
- Knowledge of community resources;
- Experience providing person centered assistance/options counseling;
- Excellent written and verbal communication skills;
- Case Management Experience Preferred
- Bi-Lingual Preferred