

Position: Benefits and Outreach - Field Specialist

CIDNY:

The Center for Independence of the Disabled in New York (CIDNY) is a leading organization serving and representing people with disabilities in New York City. CIDNY's mission is the removal of barriers to full integration of people with disabilities. CIDNY helps people with disabilities to gain the skills and obtain the services they need to live independently in the community and advocates for fair and effective policies that improve the quality of life for people with disabilities. CIDNY is an Equal Opportunity Employer.

General Description: The NY Connects Program provides Information and Assistance and Options Counseling/Person-Centered Counseling on Long Term Services and Support (LTSS) for individuals with disabilities and older adults. Using a person-centered independent living plan the Benefits and Outreach - Field Specialist will assist consumers with information and referrals, comprehensive intake and assessment of needs, benefits eligibility screening, and appropriate follow-up that documents consumers goals, steps to achieve them, services that will support them in seeking their goals, and outcomes. The Benefits and Outreach - Field Specialist will also develop relationships with community stakeholders through outreach to ultimately connect consumers to the NY Connects program.

Reports to: Queens/Staten Island Borough Manager with notable management by the Education and Outreach Coordinator

Job Responsibilities:

OUTREACH

- Identify, schedule, and meet with community partner organizations that can provide referrals to NY Connects and that can receive referrals including disability-services agencies, health care providers, government agencies, local department of social services sites, city-wide coalitions, hospital social workers, home and community-based services providers, and other agencies.
- Present NY Connects to community stakeholders, and attend community events in promotion of NY Connects.
- Collaborate with the Education and Outreach Coordinator to develop, assess, and monitor individual outreach efforts and contribute as needed.
- Develop partnerships with referral agencies and nurture long-term relationships between the NY Connects program and various agencies including by performing follow ups.
- Complete comprehensive, standard reporting related to the NY Connects program and CIDNY on outreach activities.
- Participate in developing NY Connects program knowledge on external community resources by sharing information gained in the field.
- Stay current on community engagement activities as related to designated borough.
- Assist and encourage partners in optimizing services through inclusion into the NY Connects Resource Directory.
- Attend in-service training and unit meetings as well as any other agency-related activities.
- Perform other program-related duties as assigned.

BENEFITS

- Provide information and referrals for various community resources and programs
- Conduct a full benefits eligibility screening: explain eligibility rules for public benefits, assist with enrollment and/or recertification, and assist with the appeal process
- Provide person-centered options counseling to consumers by supplying appropriate and comprehensive information about their long-term care options for LTSS services

- Collaborate with consumers to create appropriate goal or long term support plan and periodically review of the plan for appropriate adjustments
- Facilitate care transitions for individuals who leave institutional settings by providing information and referrals to appropriate programs
- Ensure all significant client data and service provision details are current and accurate, and that they are documented in a timely manner into CIDNY's and the contracted provider's databases
- Follow through all paperwork required for consumer files per agency policy
- Ensure confidentiality and HIPAA compliance is maintained for all consumers who use the Program, and comply with CIDNY policies on privacy and data protection;
- Participate in NY Connects trainings and continually educate oneself on resources and programs benefiting those with disabilities
- Attends agency's in-service trainings and unit meetings as well as any other agency-related activities.
- Perform other program-related duties as assigned.

Education and/or experience required:

- BA or BS Degree with at least 2 years of experience with benefits counseling, or AA degree with at least 5 years of experience in benefits counseling.
- Excellent oral and written communication skills.
- Must be computer literate on Microsoft Programs and Internet search use.
- Ability to learn new applications and database systems quickly.
- Ability to interact professionally with consumers and colleagues and work independently.
- Respectful and comfortable with persons from different backgrounds.
- Knowledge of and experience in working with community-based organizations, government agencies, local department of social services sites, city-wide coalitions helpful.
- Ability to interact respectfully and professionally with persons who have different cultural and socio-economic backgrounds and work well independently as well as part of a team.
- Ability to travel between and throughout boroughs.
- Some after-hours and weekend work required.
- **Preference will be given to persons with a disability.** Direct experience in working with people with disabilities, understanding of disability-related issues, preferred.
- **Bilingual, preferred.**

CIDNY is an equal opportunity employer. We value diversity in our workforce. We strongly encourage individuals with disabilities, women, racial/ethnic minorities and veterans to apply to all of our job openings. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, genetic information and testing, family and medical leave, sexual orientation and gender identity or expression, protected veteran status, or any other characteristic protected by law.

How to apply:

Please send a thoughtful cover letter and resume to Kerry Keys, Director of NY Connects, at kkeys@cidny.org. Do not send your letter and resume by fax. **Please use the job title as email header. NO PHONE CALLS PLEASE.**