**Position:** NY Connects Program Support Assistant

**Salary:** Up to $50,000

**About 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 the 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.

**Basic Function:**

The NY Connects Program provides Information and Assistance and Options Counseling/Person-Centered Counseling on Long Term Services and Supports (LTSS) for individuals with disabilities and older adults. The Program Support Assistant provides administrative support to the Program Director and Borough Managers by completing data entry and assisting with outreach and program operations. This is a full-time, non-exempt position requiring 35 hours per week.

**Specific Duties**:

* Provide general administrative and logistical support, including preparing and packaging materials for outreach, arranging messenger services, completing training attendance sheets, sending out program reminders, etc.
* Process orders and maintain program supply needs for the borough offices with approval of the Director of NY Connects, in compliance with CIDNY finance policies and procedures.
* Collect and verify program data for Resource Directory submissions in collaboration with the Director, Managers, and staff; input data into the Resource Directory in compliance with NYSOFA guidelines; attend trainings and meetings related to Resource Directory best practices.
* Complete consumer satisfaction surveys by calling and emailing program participants; input results into CIDNY’s database system.
* Compile information and updates around housing vacancies for supportive housing; send out consumer housing packets to applicable vacancies and follow up with housing providers to obtain interviews.
* Enter outreach and training data into reporting site each quarter.
* Perform data entry into the Peer Place database system.
* Distribute participant referrals to Borough Managers.
* Provide outreach support, including mailing outreach supplies, tracking outreach inventory, distributing materials to and from consumers, and accompanying outreach specialists during tabling and community fair events, as needed.
* Take meeting minutes for Long Term Care Council meeting and other meetings, as assigned.
* File and photocopy, including archiving and organizing materials.
* Update forms and keep program materials organized.
* Attend agency in-service trainings, unit meetings, and other agency-related activities.
* Assist with special projects, as assigned.
* Perform other program-related duties as assigned.

**Education and Training:**

BA or BS Degree with at least 2 years of experience in program support or administrative assistance.

**Experience:**

* Excellent oral and written communication skills.
* Must be computer literate on Microsoft Programs and Internet research.
* Ability to learn new applications and database systems quickly.
* Strong interpersonal skills; ability to interact professionally with consumers and colleagues.
* Ability to work independently and as part of a team.
* Respectful and comfortable working with individuals from different backgrounds.
* Strong attention to detail with the ability to balance multiple tasks effectively.
* Understanding of, or experience with, disability-related issues.
* Bilingual skills preferred.

**Travel demands:**

The position is based in the Manhattan office, with a schedule of 4 days in-office and 1 day remote. Occasional travel to other offices within NYC required.

**Equipment Operated**:

Computer/Laptop, Phone, Printer/Coper

**Salary:**

Up to $50,000

We conform to all laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities, and veterans to apply to all of our job openings. We are an equal opportunity employer and 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. We prohibit retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.

**Supervised by:**

Director of NY Connects

**How to apply:**  
**Please send a thoughtful cover letter and resume to Paige Munson, Director of NY Connects, at** [**pmunson@cidny.org**](mailto:pmunson@cidny.org)**. Please use the job title as email header. The cover letter should include your work history and other relevant life experiences, and it should clarify what transferable skills you bring to the posted job description. No application will be considered without this cover letter.**