



Southern Tier Independence Center

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Position Title	Consumer Directed Personal Assistant Program (CDPAP) Assistant Facilitator	HR USE ONLY	
Date Issued	March 2026	Hour Per Week/ Status	40 hours/FT
Date Revised		Hourly Rate	\$19.00
Reports to	CDPA Program Director	FSLA Status	Non-Exempt
Department	CDPAP	Location	Binghamton

Summary

The CDPAP Assistant Facilitator supports consumers in the CDPAP as part of STIC's partnerships with Public Partnerships, LLC (PPL), the Fiscal Intermediary (FI) for the program. The Facilitator will maintain a minimum caseload of approximately 145 consumers who are individuals with disabilities, and their caregivers to successfully meet the requirements of the program. This position assists with the registration processes and provides guidance on program requirements.

Education and Experience

1. Associate's degree in Human Services, or a related field; and
2. One year of experience working with people within the disability community; or
3. An equivalent combination of education and experience.

Knowledge, Skills, and Abilities

1. Strong commitment to the independent living philosophy, Person Centered Planning, consumer choice and integration of people with disabilities into all aspects of community life.
2. Ability to effectively interact and work with individuals from diverse cultures and backgrounds.
3. Demonstrated computer literacy, including proficiency with Microsoft Office applications (Excel, Word, PowerPoint) and familiarity with other software and tools such as email, cloud-based platforms, and databases. Ability to quickly learn and adapt to new technologies and applications as needed.
4. Ability to communicate effectively, both verbally and in writing.
5. Demonstrate professional work habits including dependability, time management, independence, and responsibility.
6. Knowledge of ethical and professional responsibilities and boundaries.
7. Excellent attention to detail and organizational skills.
8. Ability to multi-task and work effectively in both a team and individual setting.
9. Capacity to work in various settings, including home visits and community-based locations.
10. Valid driver's license, access to a reliable and insured vehicle, and compliance with all applicable state regulations, including required vehicle inspections and driving record checks.

Essential Job Functions:

1. Guide new consumers through registration in the PPL CDPAP portal and obtain signed Memorandum of Understanding (MOUs). Conduct initial intake with new consumers using Welcome Packet to:
 - o Educate consumers on their roles and responsibilities under the Consumer Directed Personal Assistance Program (CDPAP).

- Explain consumer responsibilities as joint employers with PPL, including adherence to authorized hours, EVV (Electronic Visit Verification) compliance, PA health assessments, and appropriate scheduling practices.
 - Review training requirements for fraud, waste, and abuse prevention and detection.
2. Provide ongoing support to consumers with their CDPAP services via phone, email or in person, provide ongoing education, best practices for managing PAs, and support with hiring and termination upon request.
 3. Monitor consumer's fulfillment of the MOU and follow up on issues that arise including use of hours.
 4. Monitor PPL portal daily using their assigned consumer list for changes to their status or assignments and follow up with consumer, D.R. and/or PA as needed
 5. Assist PAs with the registration and onboarding process as required by PPL and provide ongoing support with the PPL portal, Time4Care app. & any other areas needed by the PA via phone, email or in person.
 6. Assist CDPAP Facilitators with annual PA requirements
 7. Act as back up for Facilitators with their assigned list(s) when they are out of the office
 8. Accurately generate and process FYIs as necessary to notify CDPA staff and Director of Consumer status changes and confirmation of consumer services.
 9. Assist with mailings and other departmental needs
 10. Immediately report actual or suspected consumer and personal assistant misuse of the program and/or fraud to supervisor, Assistant Director, Executive Director, and PPL.
 11. Collect and maintain all required statistical and other data and prepare reports within established timeframes.
 12. Attend all mandatory agency and departmental trainings, meetings, and sign language class and advocacy groups.
 13. Regularly travel throughout a multi county service area.

Physical Requirements/Working Conditions

1. Work is typically performed indoors and requires minimal lifting of up to 10 pounds.
2. Ability to sit/stand throughout day to accomplish job.
3. Ability to enter data, notes, and other documentation into a computer.
4. Must be able to travel throughout covered counties in and around the Southern Tier as needed. This may also include travel to regional- or state-level meetings or functions within NYS on occasion.

Reasonable accommodations may be made to the extent required under applicable law to enable individuals with disabilities to perform the essential functions of this position.

The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, skills, required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the direction of the employer.

I have read and understand the responsibilities outlined in this job description.

Southern Tier Independence Center, Inc. is an equal opportunity employer. It is our policy to hire the best qualified applicant for the position, without regard to: gender; gender identity/expression; sexual orientation; disability; age; race; color; creed; national origin; pre-disposing genetic characteristics; military, familial, marital or domestic violence survivor status; pregnancy or pregnancy-related conditions; criminal history; or any other protected class included in applicable local, state or federal laws.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____