



Southern Tier Independence Center

Access your world.

Position Title	NY Connects Specialist	HR USE ONLY	
Date Issued	August 2025	Hour Per Week/ Status	35 hours/week, Full-Time
Date Revised	September 2025	Hourly Rate	\$18.50/hour, Non-Exempt
Reports to	Transition Director	FLSA Status	Non-Exempt
Department	NY Connects	Location	Binghamton

Summary

NY Connects is designed to help individuals and their caregivers gain access to the right long term services and supports, in the setting of their choice. It serves people of all ages, disabilities, and income levels, including individuals interested in planning for or able to pay for their LTSS needs.

Education and Experience

1. Associates Degree in Human Services or related field and two years of experience in a human services position that requires direct service to individuals. An equivalent combination of education and experience may be substituted.

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. Experience providing information and referral services and/or long-term care supports and services.
4. Extensive knowledge of community resources and long term care supports and services.
5. Proficient in the use of all Microsoft Office applications (Excel, Word, Power Point).
6. Ability to communicate effectively, both verbally and in writing.
7. Demonstrate professional work habits including dependability, time management, independence and responsibility.
8. Knowledge of ethical and professional responsibilities and boundaries.
9. Excellent attention to detail and organizational skills.
10. Ability to multi-task and work effectively in both a team and individual setting.
11. Capacity to work in various settings, including home visits and community-based locations.
12. 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. Provide individuals with unbiased information and connections to qualified providers of long term supports and services by phone and in person.
2. Provide Options Counseling/Person Centered Counseling services to individuals seeking long term supports and services by phone and in person.
3. Conduct education and awareness presentations to community partners, groups, and individuals about NY Connects and local long term supports and services.
4. Actively participate in community groups including the Long Term Care Council and/or No Wrong Door

Implementation Team.

5. Work collaboratively with the local Office for the Aging, Department of Social Services, and Office for People with Developmental Disabilities staff members.
6. Maintain consistency of NY Connects message with other NY Connect partners.
7. Adhere to the NY Connect State Program Standards and follow the prescribed NY Connects Work Plan.
8. Required travel in a county service area, Broome, Chenango .
9. Comply with all STIC policies and procedures, as well as applicable state and federal laws and regulations.
10. Collect and maintain all required statistical and other data and prepare reports within established timeframes.
11. Attend all mandatory agency and departmental trainings, meetings, and sign language class and advocacy groups.
12. Perform all other duties relevant to the position as requested.

Physical Requirements/Working Conditions

1. Ability to sit/stand throughout day to accomplish job.
2. Ability to reach above shoulder level.
3. Ability to turn/twist upper body.
4. Ability to enter data, notes, and other documentation into a computer.
5. Must be able to travel throughout covered territories in Upstate NY as needed.
6. Ability to use hand for repetitive action and fine manipulating for the purpose of keyboarding

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: _____