

## Employment Opportunity Program Assistant

### **Job Description:**

Olmsted Center for Sight is seeking a part time Program Assistant for the Statler Center to work Monday - Friday from 8:30am to 12:30pm. This position involves the performance of administrative tasks, supporting and assisting adults with a disability in a variety of vocational settings to complete coursework, trouble shooting issues that may arise during program duration and helping students work towards employment obtainment. The Program Assistant will assist their colleagues in the Statler Center by completing administrative tasks for the program as well as assisting the teachers/instructors with delivery and enhancement of curriculum through the duration of the students program.

### **Essential Duties and Responsibilities:**

- Complete administrative tasks as assigned by colleagues in the department
- Assist students with all coursework that is given by the presenters, teachers/instructors and staff
- Demonstrate, review and reinforce vocational tasks with students
- Support and assist student in adjusting to all aspects of their vocational development
- Support teachers/instructors in all aspects of the curriculum
- Oversee work and assist student in building relationship with externship sponsor as needed
- Ensure student transportation including but not limited to shuttling students to/from externship sites, appointments, etc.
- Assist in all aspects of placement including but not limited to completing online applications, mailing, creating and updating resumes, cover and thank you letters and identifying job leads in various states
- Meet with students to provide additional support outside of classroom instruction as needed
- Must be able to work both as a part of a team and unsupervised; display good judgement and an ability to handle issues that may arise & escalate to a supervisor as necessary
- Communicate regularly with teammates & supervisor
- Attend staff meetings and/or team meetings
- Work on additional projects as assigned

### **Competencies and Qualifications:**

- Patient, flexible and detail oriented
- Strong interpersonal communication, presentation and writing abilities
- Ability to adapt communication style depending on assigned duty
- Ability to provide exceptional internal and external customer service
- Ability to maintain confidentiality regarding student and employer information and interaction
- Active listening and assessment skills
- Proficiency in computer applications including Microsoft Office and internet navigation
- Basic fundamental business math skills
- Valid New York State Driver's License and must have own transportation

### **Education and Experience:**

- Two years of college coursework in teaching, human services, humanities or liberal arts preferred
- Previous experience working with adults with disabilities preferred

**TO APPLY go to the following link to submit an application:**

**[https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=192923&lang=en\\_US&source=CC678565](https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=192923&lang=en_US&source=CC678565)**

## Employment Opportunity Teacher of the Visually Impaired

### **Job Description:**

Olmsted Center for Sight (OCS) is seeking a full time Teacher of the Visually Impaired (TVI) for our Early Education Preschool and K-12 School-based Programs. This position is part of a team of TVI's who provide services in center-based preschool, community and school-age settings. The TVI provides instruction to children ranging in ages from birth to twenty-one years old, develops and implements individualized lesson plans for each client, collaborates with other professionals, and serves as a community liaison to ensure quality services.

### **Essential Duties and Responsibilities:**

- Provide vision services in preschool, school-based and community setting according to the child's IFSP/IEP
- Teach/assist students with appropriate self-care skills with the intention of working towards student independence and self-sufficiency
- Review and assist with the development of the IFSP/IEP to identify status, needs and establish goals
- Maintain confidential, written documentation and records of student performance
- Accompany students at sessions with therapists from other domains. Integrate approaches and techniques learned in therapy in the student's classroom activities.
- Actively participate in student centered meetings and ensure all paperwork is completed and filed within standard timeframes
- Develop lesson activities, regular print, large print, Braille, computer programs or other materials to instruct students in accordance to their goals
- Offer input into classroom operations regarding activities, disciplinary procedures, therapist schedules, class routine, safety procedures and other functions, when appropriate
- Provide teachers, parents, therapists and aides with information and assistance with all safe travel techniques provided by O&M instructor
- Assess children using standardized and non-standardized tools. Make recommendations for appropriate program options
- Availability to provide support and assistance to families as needed

### **Competencies and Qualifications:**

- Energetic, flexible, patient and detail-oriented
- Exceptional interpersonal communication, presentation and writing abilities
- Demonstrated ability to provide exceptional internal and external customer service
- Proficient computer skills – Outlook, Microsoft Word, Microsoft Excel including the use of peripherals and age appropriate programs and adaptive equipment
- Must be able to sit and stand for at least 4 hours at a time, to work on the floor and be able to lift up to 40 pounds
- Must be able to work in both indoor and outdoor work areas

### **Education and Experience:**

- New York State Blind and Visually Impaired Certification required
- New York State Students with Disabilities (Birth-2) certification preferred
- New York State Early Childhood Education (Birth-2) certification preferred
- Minimum one year of professional experience working with children with disabilities in a preschool setting
- Experience working with the visually-impaired population required

**TO APPLY go to the following link to submit an application:**

[https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=193082&lang=en\\_US&source=CC667588](https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=193082&lang=en_US&source=CC667588)

## Employment Opportunity Job Developer

### **Job Description:**

Olmsted Center for Sight (OCS) is seeking two full time Job Developers' for the Statler Center program. These positions' involve coaching past and present students with the end result being successful placement in a competitive employment setting. Under the general supervision of the Director of the Statler Center, the Job Developers' will provide support to students to obtain and maintain employment in a competitive setting.

### **Essential Duties and Responsibilities:**

- Research job openings utilizing internet, print media, DOL and community networks
- Contact employer, network contacts and externship sites to assess employment opportunities
- Provide face-to-face meetings/employment counseling to all students to determine placement plan including barriers to employment, job preferences, personal strengths and weaknesses
- Assist students in the creation and editing of resumes and cover letters to highlight strengths, skills and experiences
- Assist students in accurately completing, mailing, faxing and emailing resumes/applications to employers in response to specific job opening
- Communicate with students regularly to keep them abreast of job openings, resumes mailed and interviews scheduled
- Assist students with transportation to/from potential employers for application completion, interviews, etc.
- Assist students in the preparation of thank you letters and follow-up materials following employer interviews
- Proactively contact potential employers to schedule interviews for all students. Follow-up with employers after interviews and debrief students including perceived strengths, weaknesses and opportunities of how to improve at future interviews
- Provide job retention counseling including how students can manage co-workers, supervisor-relations and how to handle job situations
- Answer questions and proactively address the needs of potential students and sponsors
- Develop, coordinate and host job club meetings
- Prepare reports for CBVH, ACCESS VR and other sponsors as required
- Develop, update and identify materials for job searching
- Facilitate course material combining lecture, and interactive activities
- Serve as a student/employer liaison
- Conduct outreach services
- Provide tours of the facility to applicants, participants, referral sources, funding sources and other visitor

### **Competencies and Qualifications:**

- Patient, flexible and detail oriented
- Excellent interpersonal communication, presentation and writing abilities
- Must display excellent internal and external customer service skills
- Ability to adapt communication style
- Ability to demonstrate sensitivity to and appreciation for diverse viewpoints
- Must be able to work both as part of a team and unsupervised; display good judgement and an ability to handle issues that may arise and escalate to a supervisor as necessary
- Willing to fulfill responsibilities in accordance with center philosophies
- Proficiency in computer applications including Microsoft Office, internet navigation and ability to learn new databases
- Willing and able to travel to employment sites
- Valid New York State Driver's License and must have reliable transportation

### **Education and Experience:**

- Associates in Education, Health and Human Services or other related field
- Bachelor's degree in Education, Health and Human Services or other related field a plus
- Minimum of 3 years' experience with demonstrated results in job placement or job development
- Teaching experience preferred

**TO APPLY go to the following link to submit an application:**

[https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=193023&lang=en\\_US&source=CC264433](https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=193023&lang=en_US&source=CC264433)

## Employment Opportunity Office Coordinator

### **Job Description:**

Olmsted Center for Sight (OCS) is a full time Office Coordinator to support the National Statler Center. This position is primarily responsible for the completion of administrative tasks that support the day to day operations of the National Statler Center. Under the direction of the Director of the Statler Center, the Office Coordinator will follow standard operating procedures (SOP) to assist the National Statler Center in ensuring quality service provision is provided to its customers.

### **Essential Duties and Responsibilities:**

- Provides administrative support to the staff and programs offered through the National Statler Center
- A point of contact to answer questions and proactively address questions of potential customers
- Liaison to students entering the programs offered through the National Statler Center (ie. corresponds with students regarding travel documents, distributes and collects student related documentation, distribution of student attendance points and evaluations, etc.)
- Liaison to staff and instructors (ie. preparation of class material, assist with evaluation process, etc.)
- Liaison to customers who may be supporting students to attend programming (ie. communicate with counselors regarding travel documentation, vocational teachings, casework, etc.)
- Assists in creating and communicating schedules to other support staff (ie. Job Coach, Program Assistant)
- Assists in communicating schedule changes to the staff and students
- Follows SOP to ensure compliance of the National Statler Center's certification through NYS Education Department
- Follows SOP to ensure customer (ie. student, alumni, other business) contacts are input and updated
- Follows SOP to document student information
- Utilizes SOP to collect and process' orders for office supplies
- Completes check requests for field trips, class photographs, etc.
- Assists with transporting students to and from fieldtrips and externships

### **Competencies and Qualifications:**

- Proficiency in the Microsoft Office Suite required
- Demonstrated ability to provide internal and external customer service skills
- Effective verbal and written communication skills required.
- Ability to adapt communication style
- Ability to demonstrate sensitivity to and appreciation for diverse viewpoints
- Must be able to work both as part of a team and unsupervised; display good judgement and an ability to handle issues that may arise and escalate to a supervisor as necessary
- Candidate must be organized, detail oriented and able to multi-task effectively.
- Ability to work with diverse populations and individuals with disabilities.
- Valid New York State Driver's License and must have reliable transportation

### **Education and Experience:**

- Associates degree or equivalent required
- Minimum one year experience working as an Office Coordinator in a school type setting required
- Two or more years experience working as an Office Coordinator in a school type setting preferred
- Experience working with individuals who are visually impaired preferred but not required

**TO APPLY go to the following link to submit an application:**

[https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=193024&lang=en\\_US&source=CC436741](https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=193024&lang=en_US&source=CC436741)

## **Employment Opportunity Information & Referral Specialist I**

### **Job Description:**

Olmsted Center for Sight is looking for a full time Information and Referral Specialist for the 2-1-1 WNY helpline to work 37.5 hours per week.

This position involves answering calls, determining caller needs, collecting and documenting all required data, providing referrals, and demonstrating objectivity and empathy, while being non-judgmental and neutral in handling callers' inquiries. The Information and Referral Specialists must have excellent communication, customer service & listening skills; must be able to multitask and must have the ability to utilize a computer and phone system simultaneously while assisting a caller. The Information and Referral Specialist must also be proficient in computer applications including internet navigation, Microsoft Office and must be able to learn the AIRS/211LA Taxonomy of Human Services to search the resource database.

The available shifts include daytime, evening, weekend and overnights. Ability to work holidays as scheduled. A set schedule will be created; however, applicants will be expected to maintain flexibility in scheduling to the extent practical to meet the needs of a 24-hour help center. May be requested to work occasional evening, weekend and holidays shifts.

### **Essential Duties and Responsibilities:**

- Answer all assigned lines, follow protocols defining how calls should be handled & document accordingly, including afterhours contracts in addition to 2-1-1WNY
- Provide comprehensive information and referral services, assess caller's needs & make accurate referrals to appropriate agencies, programs and services; schedule appointments for agency programs and collect demographic & other information
- Manage call volume in a timely and efficient manner
- Complete follow ups and logs calls as per guidelines
- Assist in resource database work as needed
- Work on additional projects as assigned
- Uphold quality assurance goals
- Must be able to work both as a part of a team and unsupervised; display good judgement and an ability to handle issues that may arise & escalate to a supervisor as necessary
- Communicate regularly with teammates & supervisor
- Attend staff meetings, team meetings, on-site trainings to improve professional skills
- Stay informed on broad social issues and changes that impact human services in the region

### **Competencies and Qualifications:**

- Strong customer service & communication skills, including ability to relate to callers with patience, objectivity & nonjudgmental attitude
- Active listening and assessment skills; ability to assist callers in problem solving
- Ability to demonstrate sensitivity to and appreciation for diverse viewpoints and socioeconomic circumstances
- Comfort with responding to individuals in crisis
- Ability to adapt communication style depending on assigned duty
- Must be able to maintain confidentiality & professionalism with regards to callers, their needs and backgrounds
- Proficiency in computer applications including Microsoft Office and internet navigation
- Ability to learn Information & Referral Software
- Ability to obtain, when eligible, and maintain Certified Information & Referral Specialist (CIRS) certification
- Working knowledge of the human services delivery system
- Candidates able to provide documentation of legal blindness preferred

### **Education and Experience:**

- High school diploma or equivalent required
- Associate's degree in human services, humanities or liberal arts preferred
- Two years of experience in customer service, contact center or human service field preferred
- Previous work experience in an environment where critical thinking and problem resolution skills were utilized

**TO APPLY go to the following link to submit an application:**

[https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=195123&lang=en\\_US&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=195123&lang=en_US&source=CC3)

## **Employment Opportunity Information & Referral Specialist I**

### **Job Description:**

Olmsted Center for Sight is looking for two half time Information and Referral Specialist for the 2-1-1 WNY helpline to work approximately 22.5 hours per week.

This position involves answering calls, determining caller needs, collecting and documenting all required data, providing referrals, and demonstrating objectivity and empathy, while being non-judgmental and neutral in handling callers' inquiries. The Information and Referral Specialists must have excellent communication, customer service & listening skills; must be able to multitask and must have the ability to utilize a computer and phone system simultaneously while assisting a caller. The Information and Referral Specialist must also be proficient in computer applications including internet navigation, Microsoft Office and must be able to learn the AIRS/211LA Taxonomy of Human Services to search the resource database.

The available shifts include daytime, evening, weekend and overnights. Ability to work holidays as scheduled. A set schedule will be created; however, applicants will be expected to maintain flexibility in scheduling to the extent practical to meet the needs of a 24-hour help center. May be requested to work occasional evening, weekend and holidays shifts.

### **Essential Duties and Responsibilities:**

- Answer all assigned lines, follow protocols defining how calls should be handled & document accordingly, including afterhours contracts in addition to 2-1-1WNY
- Provide comprehensive information and referral services, assess caller's needs & make accurate referrals to appropriate agencies, programs and services; schedule appointments for agency programs and collect demographic & other information
- Manage call volume in a timely and efficient manner
- Complete follow ups and logs calls as per guidelines
- Assist in resource database work as needed
- Work on additional projects as assigned
- Uphold quality assurance goals
- Must be able to work both as a part of a team and unsupervised; display good judgement and an ability to handle issues that may arise & escalate to a supervisor as necessary
- Communicate regularly with teammates & supervisor
- Attend staff meetings, team meetings, on-site trainings to improve professional skills
- Stay informed on broad social issues and changes that impact human services in the region

### **Competencies and Qualifications:**

- Strong customer service & communication skills, including ability to relate to callers with patience, objectivity & nonjudgmental attitude
- Active listening and assessment skills; ability to assist callers in problem solving
- Ability to demonstrate sensitivity to and appreciation for diverse viewpoints and socioeconomic circumstances
- Comfort with responding to individuals in crisis
- Ability to adapt communication style depending on assigned duty
- Must be able to maintain confidentiality & professionalism with regards to callers, their needs and backgrounds
- Proficiency in computer applications including Microsoft Office and internet navigation
- Ability to learn Information & Referral Software
- Ability to obtain, when eligible, and maintain Certified Information & Referral Specialist (CIRS) certification
- Working knowledge of the human services delivery system
- Candidates able to provide documentation of legal blindness preferred

### **Education and Experience:**

- High school diploma or equivalent required
- Associate's degree in human services, humanities or liberal arts preferred
- Two years of experience in customer service, contact center or human service field preferred
- Previous work experience in an environment where critical thinking and problem resolution skills were utilized

**TO APPLY go to the following link to submit an application:**

[https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=195329&lang=en\\_US&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=195329&lang=en_US&source=CC3)

## Employment Opportunity Early Childhood Liaison

### **Job Description:**

Olmsted Center for Sight in collaboration with Help Me Grow (HMG) WNY is seeking a full time Early Childhood Liaison. This position's primary responsibility is to work with the Erie County Department of Social Services and community locations to provide HMG/2-1-1 WNY services to families and caregivers of children under the age of six. Under the direction of the Director of Contact Center Services, the Early Childhood Liaison will provide education in the following areas of health, development, behavior, and learning of children to caregivers and collaborate with staff at the Erie County Department of Social Services to improve outcomes for families of young children.

### **Essential Duties and Responsibilities:**

- Researches and utilizes community resources to meet the needs of families with young children.
- Supports HMGWNY, 2-1-1 WNY, and community partners in the development of a comprehensive early childhood resource database to best serve WNY children and families.
- Serves as the central intake point for the HMGWNY System.
- Performs and/or coaches on the Ages and Stages Questionnaire™ (ASQ) early childhood screening activities through an online portal and through personal interaction with families as needed.
- Handles inquiries (online and telephone) to HMGWNY, assesses for appropriateness, and refers to service providers based on needs of children and families.
- Assesses caller/client situations and enters accurate data on all calls into the HMG/2-1-1 WNY Infolinereferal-tracking system.
- Provides training, education and information on child development and related community services.
- Facilitates necessary linkages and performs ongoing follow-up/advocacy and training for families.
- Assists in identifying gaps and barriers to services, as well as trends families exhibit in utilizing services.
- Compiles and mails/e-mails information packets to families.
- Sends out confirmation correspondence and resource information to referral sources.
- Maintains information tracking system for trainings and cases; produces reports as requested.
- Participates in HMG/2-1-1 WNY trainings, partner meetings, networking breakfasts, case discussions, and outreach activities, as requested.
- Participates in outreach, coaching, and care coordination activities in child care and pre-kindergarten programs, as requested.
- Attends staff meetings, conferences, and workshops regularly to upgrade professional skills and understand systems and current best practices for working with children and families.
- Works effectively as a team member and provides assistance to other staff members and HMG/2-1-1 WNY partners as directed.
- Works closely with Erie County Department of Social Services staff, as well as with 2-1-1 WNY and HMG Directors, teams, partners, and other community providers to ensure a smooth referral and follow-up process for families.
- Performs other assigned duties and responsibilities as assigned by supervisor.

### **Competencies and Qualifications:**

- Knowledge of typical and atypical child development
- Familiarity with the online Ages & Stages early childhood developmental screening tools
- Ability to work effectively with people of diverse backgrounds
- Ability to demonstrate sensitivity to and appreciation for diverse viewpoints and socioeconomic circumstances
- Comfort communicating with individuals in personal crisis or experiencing high levels of stress
- Well-developed communications skills: interpersonal, written, presentation, and telephone
- Ability to apply computer skills in completing job functions
- Ability to maintain a calm, sensitive demeanor, with active listening and assessment skills
- Critical thinking skills with a solution-focused approach
- Excellent organizational skills
- Ability to work independently and as part of a team
- Bilingual, English/Spanish a plus

- Must hold valid New York State driver's license, have access to a personal vehicle for use during working hours, and be willing to travel within Western New York

**Education and Experience:**

- Bachelor's degree in Education, Special Education, Early Childhood Development or related health or human services filed required
- Master's degree in Education, Special Education, Early Childhood Development or related health or human services filed preferred
- Five or more years of experience in positions involving young children
- Experience with county social service environments and processes required
- Experience in community outreach and training required
- Experience with HMGWNY systems preferred

**TO APPLY go to the following link to submit an application:**

[https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=195548&lang=en\\_US&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=olmstedcen&jobId=195548&lang=en_US&source=CC3)

Olmsted Center for Sight is an Affirmative Action/Equal Opportunity Employer. Women, minorities, veterans, and individuals with disabilities are encouraged to apply. Any person with a disability needing special accommodations to the application process please call Human Resources.