

**CONGREGATE CARE SPECIALIST**  
**(HELP Program)**

**General Statement Duties and Responsibilities**

Under direction, is responsible for overseeing children and youths placed in City congregate care facilities and related functional areas of ACS or in non-secure detention facilities of DJJ, and for providing administrative support. All work is performed in accordance with agency policies, procedures and within required deadlines. There are two Assignment Levels (ALs) with varying degrees of responsibility within this class of positions; all personnel perform related work.

**Assignment Level I**

Under direct supervision, oversees the care, development and guidance of dependent, neglected and emotionally disturbed children in a community-based home, group residence, diagnostic-reception center or other functional area or the custody of delinquent youths in a non-secure detention facility.

**Examples of Typical Tasks**

Closely supervises youths at congregate care facilities, non-secure detention facilities and on sponsored visits and activities. Escorts and/or transports youths to and from appointments, school, activities and court appearances; may drive a motor vehicle.

Participates and assists in planning group and individual activities.

Monitors and supervises completion of chores.

Assists youths in personal hygiene, when necessary.

CONGREGATE CARE SPECIALIST (HELP Program) (continued)

Assignment Level I (continued)

Examples of Typical Tasks (continued)

Conducts contraband searches and inspections in accordance with appropriate procedures and laws.

Observes changes in behavior, reports aberrations.

Communicates with and directs inquiries to other members of the inter-disciplinary team to provide comprehensive care for all children and youths. Answers phones, provides requested information or directs inquiries to appropriate staff.

Participates in regular team meetings and in quality control initiatives. Attends case conferences.

Establishes and maintains schedules for bathing, laundry and ironing.

Assists with clothing purchases and maintains clothing inventory.

Assists with homework.

Prepares meals, when  
necessary.

Shops for clothing, supplies and materials as necessary.

Communicates to the supervisor all issues in a timely manner.

Follows medical and mental health protocols, including dispensing medication as directed.

**CONGREGATE CARE SPECIALIST (HELP Program)** (continued)

**Assignment Level I** (continued)

**Examples of Typical Tasks** (continued)

Ensures adherence to daily routines and schedules.

Maintains and retrieves case records for children and their families and activity and incident logs and makes computer entries. Prepares required and ad hoc reports, including behavioral assessments and incident reports, in a timely manner.

Maintains the fire safety log and conducts fire drills.

Maintains the facility in a clean, safe and orderly fashion; ensures repairs and installations are requested and completed.

In addition to performing the tasks described above, employees of ACS may be assigned to provide administrative support in the provision of social services outside of congregate care facilities.

In addition to performing the tasks described above, employees of DJJ perform the following typical tasks:

Prevents absconds in non-secure detention facilities.

Conducts regular room checks and personal searches in order to maintain a contraband free and safe environment.

Utilizes approved physical restraint techniques to ensure safety of residents and staff, when necessary.

**CONGREGATE CARE SPECIALIST (HELP Program)** (continued)

**Assignment Level II**

Under supervision, supervises and may perform the work of Congregate Care Specialists AL I. In addition, attends team meetings, participates in quality control initiatives, ensures staff compliance with all agency policies and procedures, and responds to inspection and contraband search findings.

**Examples of Typical Tasks**

Supervises and trains Congregate Care Specialists AL I in the performance of their duties and responsibilities in the direct supervision of youths at congregate care facilities or non-secure detention facilities and ensures that they adhere to daily routines and schedules and regularly conduct inspections and contraband searches.

Consults with case management and other clinical staff on a regular basis; ensures behavioral assessments are completed; attends case conferences.

Reviews court orders regarding detained youths and ensures that required actions are taken.

Plans and coordinates activities; leads and supervises youngsters in group and individual activities. Monitors and supervises all on-site programs. Establishes and maintains schedules for recreation, chores, laundry, ironing, and other required functions.

Assists in and/or supervises meal preparation, when required. Performs the duties of subordinates, when necessary.

**CONGREGATE CARE SPECIALIST (HELP Program)** (continued)

**Assignment Level II** (continued)

**Examples of Typical Tasks** (continued)

Supervises the maintenance and completion of the fire safety log and ensures that fire drills are held; supervises fire drills.

Ensures that supplies are on hand and approves supply requisitions.

Ensures that prompt and appropriate responses are made to all incidents and that they are reported and documented in a timely manner.

May assume the duties of the supervisor in the supervisor's temporary absence.

**Qualification Requirements**

A four-year high school diploma or its educational equivalent and either:

1. Two years of satisfactory experience working with children or youths in a congregate residential institution or non-secure detention facility; or
2. An Associate degree or 60 semester credits from an accredited college, including 12 semester credits in psychology, sociology, social work, human services, criminal justice, education, nursing or cultural anthropology.

**NOTE:** For appointment to positions in the Department of Juvenile Justice, under Qualification Requirement "1" above, at least one year of the required experience must have been with juveniles ages 7 to 18.

**CONGREGATE CARE SPECIALIST (HELP Program)** (continued)

**Certification Requirements:**

Incumbents of this position will be required to satisfactorily complete periodic training to get certifications and re-certifications in areas required by the employing agency. Required certifications must be maintained for the duration of employment.

**Note:**

A Motor Vehicle Driver License valid in the State of New York may be required for certain assignments. If required, this license must be maintained for the duration of the assignment.

For all staff hired by DJJ after November 1, 2006, a Motor Vehicle Driver License valid in the State of New York will be required.

**Special Note:**

Section 424-a of the New York Social Service Law requires an authorized agency to inquire whether a candidate for employment with child-caring responsibilities has been the subject of a child abuse and maltreatment report.

**NOTE:** This title is classified in the non-competitive class for a 12-month period under the Hiring Emergency Limited Placement (HELP) Program. At the conclusion of 12 months incumbents will be transferred into Congregate Care Specialist (52450) as permanent competitive class employees.