

JOB OPPORTUNITY SPECIALIST (HELP Program)

General Statement of Duties and Responsibilities

This class of positions currently may be used only by the Human Resources Administration (DSS/HRA/DHS) and New York City Housing Authority (NYCHA). Under supervision, with some latitude for independent judgment and decision making and in accordance with agency policies/procedures and federal/state regulations, provides economic support and employment related services to persons in need, to promote individual and family self-sufficiency; performs related work.

Examples of Typical Tasks

Discusses, in a center, assigned location, or participant's home, alternatives to temporary cash assistance, elicits and records information concerning responsible relatives who may provide financial support and/or other supportive services; explores employment opportunities through discussion of participants and other household members' educational and employment background; may direct participants to the Office of Child Support to secure child support payments.

Works with participants/clients to formulate a plan to further self-sufficiency, setting goals and objectives.

Directs participants/clients to employment services for job search, training, and placement.

Works with participants/clients to formulate a plan to obtain employment; discusses barriers to employment and steps needed to be taken to remove these barriers; links participants to child care, substance abuse, medical and/or other services, as appropriate.

Works with participants/clients to ensure that they are actively engaged in securing employment or are participating in training/work related activities; initiates sanctions should participants fail to meet their obligations.

Ensures that employment and other services are in place and are being utilized appropriately by the participants/clients.

Screens applicants; determines whether an emergency need for cash, food stamps and/or medical assistance is apparent, or whether applicants may be assisted on a non-emergency basis; directs applicants through appropriate channels accordingly.

JOB OPPORTUNITY SPECIALIST (HELP Program) (continued)

Examples of Typical Tasks (continued)

Interviews applicants in crisis, determines nature and extent of need; provides emergency stopgap assistance.

Interviews applicants to establish eligibility for assistance; elicits and records information concerning family composition, income, financial and other resources, employment history, responsible relatives, status of children, citizenship, and other relevant information.

Recertifies cases for financial eligibility within regulatory time frames; ensures benefits levels are accurate; recalculates budgets and up-dates case information as needed; recommends sanctions or case closing should participants fail to meet their obligations and/or are no longer financially eligible for assistance.

Describes the various services provided by the Agency, as well as the rules and regulations governing acceptance for and continuance of public assistance and other services; elicits and answers questions.

Verifies information impacting on participants'/clients' eligibility status, including, but not limited to, making computer generated clearances.

Investigates and assesses current and/or potential financial resources, such as saving accounts, trust funds, property/real estate, insurance, securities, motor vehicles, and pending law suits, as appropriate.

Evaluates the participants'/clients' eligibility for other federal/state benefit programs; assists in the application process for such benefits.

Makes separate eligibility determinations for cash, food stamps and/or medical assistance; makes financial calculations to determine cash assistance levels, includes financial resources of the participants/clients in these calculations.

Forwards eligibility determination and budget calculations to supervisor for approval.

Provides emergency assistance to avert evictions/homelessness and/or shut-offs; in instances of disasters such as fire and theft recommends rehousing, clothing replacements, establishment or reestablishment of a home.

JOB OPPORTUNITY SPECIALIST (continued)

Examples of Typical Tasks (continued)

Provides retention services to help participants/clients maintain employment. Ensures that participants/clients are properly budgeted, ensures participants can access needed support services, such as supplemental grants and transitional benefits, including childcare, food stamps and Medicaid. Assists working participants/clients to adjust to the stress and rigor of working by referring them for appropriate non-financial services.

Makes written referrals; keeps written records and/or makes computer entries; ensures that all records are complete and accurate and include all necessary documentation. May make field visits to homes, community centers, etc.

Qualification Requirements

A baccalaureate degree from an accredited college; or

A four-year high school diploma or its educational equivalent, and four years of full-time satisfactory experience working directly with New York City Department of Social Services, Human Resources Administration, Department of Homeless Services or New York City Housing Authority (NYCHA) social services programs providing employment planning/counseling services involving job development, skills assessment and employment placement. College credit from an accredited college may be substituted for this experience on the basis of 30 semester credits for one year of this work experience.

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 Job Opportunity Specialist (52314) as permanent competitive class employees.