

THE CITY OF NEW YORK
OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS
CITYWIDE JOB VACANCY NOTICE

Civil Service Title: Community Coordinator	Level:	Title Code: 56058
Office Title: Senior Procedural Justice Coordinator	Salary: \$65,000	
Division: Ombudsperson/Pro Se Clerk		
Unit: Help Center	Number of Positions: 3	
Work Location: Citywide	Hours/Shift: 35 Hours per week	

ABOUT OATH:
The City of New York’s Office of Administrative Trials and Hearings (OATH) is the nation’s largest administrative tribunal, holding approximately 400,000 trials and hearings a year. As the City’s central, independent administrative law court, OATH adjudicates a wide range of matters filed by nearly every city agency, board and commission. OATH also houses the Center for Creative Conflict Resolution which provides mediation and restorative justice support to City government agencies and the general public, and the Administrative Judicial Institute, a resource center that provides training, continuing education, research and support services for administrative law judges and hearing officers.

JOB DESCRIPTION:

The City of New York’s Office of Administrative Trials and Hearings (OATH) is the nation’s largest administrative tribunal, holding approximately 400,000 trials and hearings a year. OATH is an independent, central administrative law court with two divisions: The OATH Trials Division and The OATH Hearings Division. The OATH Trials Division adjudicates a wide range of complex matters referred by City agencies. Its case load includes employee discipline, retention of seized vehicles, license, and regulatory enforcement. OATH Trials are conducted by Administrative Law Judges. OATH’s Hearings Division conducts hearings on summonses including health, safety and quality of life matters that are filed by more than 20 different City agencies. OATH Hearings are conducted by Hearing Officers.

In order to ensure that unrepresented respondents appearing at OATH receive equitable and fair treatment, with the view of achieving Procedural Justice (“Fairness and transparency of the processes by which decisions are made”), OATH created the Office of the Ombudsperson/Pro Se Clerk headed by the Ombudsperson/Pro Se Clerk, which is responsible for: (1) Establishing and managing Help Center(s) at all OATH locations to ensure that all unrepresented respondents appearing at OATH understand the adjudication process, procedural rules, legal concepts and provide legal information (but not legal advice nor representation), case information as well as other information and assistance to those respondents appearing at OATH as needed on a case by case basis; (2) Investigating, addressing and resolving complaints from unrepresented respondents who have appeared and will appear before OATH as well as recommend solutions to prevent similar problems in the future; identify systemic issues and make recommendations to improve practices and procedures; and, act as an impartial intermediary between any unrepresented respondent, OATH and any enforcement agency; (3) coordination of Pro Bono legal representation programs at OATH.

Under the direction of the Ombudsperson/Pro Se Clerk, OATH seeks to hire three (3) full time Senior Procedural Justice Coordinators that will plan, implement, monitor, evaluate and otherwise assist the Ombudsperson/Pro Se Clerk in performing the above-mentioned tasks and goals at each OATH location depending upon the needs of the Office of the Ombudsperson/Pro Se Clerk and OATH.

Specific duties will include, but are not limited to:

- Significant contact with the general public to explain case procedures, assist in the preparation and filing of case materials and resolve complaints.
- Evaluate and triage matters on a case-by-case basis to ensure smooth operation of Help Center(s), adjudications, and hearings.
- Identify policies and procedures that need improvement and make recommendations thereto.
- Provide technical assistance and training to staff in techniques of program implementation and management.
- Travel and work between the various hearing and office locations, during regular business hours and some potential nights and weekends.
- Prepare, perform, and review program plans, reports, and analyses and assist in all matters related to funding and procurement.
- Assist the Ombudsperson/Pro Se Clerk in the management and supervision of Help Center(s), Procedural Justice matters, community service and Pro Bono programs.

MINIMUM QUALIFICATION REQUIREMENT FOR CIVIL SERVICE TITLE

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year of experience as described in "1" above.

Preferred Skills:

- Excellent writing, interpersonal, communication, customer service and presentation skills.
- Ability to work independently and within groups.
- Knowledge and understanding of available community and city based social services.
- Knowledge of foreign language(s), particularly Chinese, Mandarin, and Spanish.
- Strong computer skills including experience with Word, PowerPoint, Access, Outlook and Excel.
- History of volunteerism, such as service in the AmeriCorps or Peace Corps is viewed favorably.

To Apply:

For City employees, please go to Employee Self Service (ESS), click on Recruiting Activities > Careers, and search for the Job ID listed. For all other applicants, please go to www.nyc.gov/jobs/search and search for the Job ID listed.

SUBMISSION OF A RESUME IS NOT A GUARANTEE THAT YOU WILL RECEIVE AN INTERVIEW.
APPOINTMENTS ARE SUBJECT TO OVERSIGHT APPROVAL.

FOR SUMMER INTERNSHIPS ONLY

Interested candidates should submit a cover letter and resume to HROATH@oath.nyc.gov
No telephone calls, faxes or personal inquiries please. Only those candidates under consideration will be contacted.

For more information about OATH, visit us at: www.nyc.gov/oath

<u>NOTE:</u>		
Post Date: 4/14/2023	Post Until: Until Filled	Job ID: 820-2023-583302

OATH and the City of New York are Equal Opportunity Employers