

**ADMINISTRATIVE JOB OPPORTUNITY SPECIALIST (NON-MANAGERIAL)**

**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 managerial direction, administers and supervises the operations of Human Resources Administration (DSS/HRA/DHS) and NYCHA job opportunity or employment services or related specialized program center. Directs and administers the work of job opportunity or employment services or a specialized unit of subordinate staff in the evaluation of the eligibility for, or the provision of, temporary financial assistance, food stamps, Medicaid, employment/work related services and housing services to persons in need. May represent the agency at state administrative hearings concerning appeals of agency decisions regarding eligibility for public assistance, food stamps and Medicaid. At both NYCHA and DSS/HRA/DHS, provides services to persons in need and promotes individual and family self-sufficiency, in accordance with agency policies/procedures and Federal/State regulations and mandates. Participates in the development of policies designed to aid program participants/clients in reaching self-sufficiency by utilizing employment and other related services. There are two assignment levels within this class of positions. All personnel perform related work including the work of subordinates.

**Assignment Level I**

Under managerial direction, with wide latitude for the exercise of independent judgment and initiative, serves as the deputy to a Director of job opportunity or employment services or other program center director and directs the daily operations of staff.

Assists the Director in the day to day coordination and supervision of the service delivery of the Center or unit.

Oversees the activities of staff providing services, including public assistance, food stamps and client appeals regarding back-to-work employment.

Is responsible for ensuring that application and recertification processes for public assistance and food stamps are followed and that required time frames are met.

Supervises the implementation of welfare reform initiatives.

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(continued)

**Assignment Level I** (continued)

**Examples of Typical Tasks** (continued)

Implements staff development initiatives and training, as directed by the Director; oversees planning and development of training curriculum; monitors training attendance by staff; assesses/evaluates effectiveness of training programs and provides feedback to the Director.

Conducts and participates in staff meetings with Family Independence Administration (FIA) or DHS Administration, ensuring the proper interpretation and application of (DSS/HRA/DHS) policies and procedures.

Conducts management audits of case actions to evaluate adherence to Federal, State and Agency regulations.

In the temporary absence of the supervisor, may perform the duties of that position.

**Assignment Level II**

Under managerial direction, with wide latitude for independent initiative, judgment and decision-making, performs difficult and responsible work as Director of job opportunity or employment services or director of a specialized program center; directs the on-site management, planning and monitoring of the delivery of various public assistance and food stamp services to eligible persons/families; ensures that the expenditure of public funds through the public assistance and food stamp programs is in conformity with Federal and State laws and all relevant Agency policies.

**Examples of Typical Tasks**

Responsible for the day to day supervision of the activities of job opportunity or employment services and other unit programs and components, including Preventative Assistance Temporary Housing (PATH) and homeless/rental assistance programs, and for facilitating service delivery to persons in need.

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(continued)

**Assignment Level II** (continued)

**Exemplified of Typical Tasks** (continued)

Develops productivity enhancement protocols related to eligibility screening, participation in work related activities, comprehensive data collection and case record coordination. Monitors the use of such protocols, analyzes problems and prepares management reports recommending solutions/corrective actions to improve the protocols.

May serve as the Director of Fair Hearing Representation, with the responsibility of administering all aspects of the Office of Fair Hearing and Representation. Coordinates the activities of subordinates representing the agency at state administrative hearings concerning appeals of eligibility decisions. Ensures timely compliance with Fair Hearing decisions.

Administers the issuance of housing related grants; coordinates, on behalf of public assistance participants/clients, negotiations and mediations with landlords and attorneys regarding reduction of rent arrears and/or monthly rent.

Recommends and implements agency housing policies and procedures to prevent homelessness.

Supervises deputy center directors and provides technical support and training regarding the application and recertification functions of applicants for public assistance and food stamp grants.

Directs staff development initiatives; determines training needs of staff; oversees planning and development of comprehensive training programs; evaluates training curriculum to ensure that agency and program goals are being met.

Holds regular conferences and/or area meetings with subordinates to assess performance and fulfill the program's goals; recommends to higher management ways to improve operations and acts as a conduit for ideas and concerns of subordinates.

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(continued)

**Qualification Requirements**

A baccalaureate degree from an accredited college or university, plus four years of satisfactory full-time experience performing work related to providing employment related services or economic support services to persons in need, at least eighteen months of this experience must have been in a supervisory or managerial capacity; or

A four-year high school diploma or its educational equivalent and eight years of full-time experience equivalent to "1" above; at least eighteen months of this experience must have been in a supervisory or managerial capacity; or

Education and/or experience equivalent to "1" or "2" above. College credit from an accredited college or university may be substituted for experience on the basis of 30 semester credits for one year of work experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent and at least eighteen months of experience must have been in a supervisory or managerial capacity as described in "1" above.

**Direct Lines of Promotion**

**From:** Associate Job Opportunity Specialist (52316)

**To:** None