

Homeless Services Representative 1 (NY HELPS)

Announcement Posted:

1/13/2025

Responses must be hand delivered or postmarked by:

1/23/2025

Salary Range:

\$65,001 to \$82,656

Location:

Division of Shelter Oversight and Compliance
40 North Pearl Street
Albany, NY 12243

Grade:

18

of Positions:

2

Candidates Must Meet the Following Qualifications:

NY HELPS: This title is part of the New York Hiring for Emergency Limited Placement Statewide program (NY HELPS). For the duration of the NY HELPS Program, candidates may be hired via a non-competitive appointment if they meet the below NY HELPS minimum qualifications.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

NON-COMPETITIVE QUALIFICATIONS:

Either A. six years of experience* managing, supervising, monitoring, and/or inspecting facilities, including homeless shelters, childcare, foster care, adult residential care, or child and adult protective care settings to ensure compliance with applicable regulations; AND/OR in the development and administration of homeless programs or residential facility activities for low-income families and/or individuals;

Or B. an associate's degree and four years of experience* managing, supervising, monitoring, and/or inspecting facilities, including homeless shelters, childcare, foster care, adult residential care, or child and adult protective care settings to ensure compliance with applicable regulations; AND/OR in the development and administration of homeless programs or residential facility activities for low-income

families and/or individuals;

Or C. a bachelor's degree and two years of experience* managing, supervising, monitoring, and/or inspecting facilities, including homeless shelters, childcare, foster care, adult residential care, or child and adult protective care programs to ensure compliance with applicable regulations; AND/OR in the development and administration of homeless programs or residential facility activities for low-income families and/or individuals;

Or D. a master's degree and one year of experience* managing, supervising, monitoring, and/or inspecting facilities, including homeless shelters, childcare, foster care, adult residential care, or child and adult protective care settings to ensure compliance with applicable regulations; AND/OR in the development and administration of homeless programs or residential facility activities for low-income families and/or individuals.

*Experience must have been in a not-for-profit, charitable, faith-based, governmental, or for-profit organization providing human services and/or care to adults, children, and/or families in need of assistance.

A Juris Doctor, master's or higher degree in a related field can substitute for one year of specialized experience.

COMPETITIVE QUALIFICATIONS:

Eligible for a lateral transfer or eligible for transfer under Section 70.1 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. Information regarding transfer eligibility is available on the Civil Service Career Mobility Office website at <https://careermobilityoffice.cs.ny.gov/cmo/gotit/>.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

Duties of the Homeless Services Representative 1 positions will include, but will not be limited to, the following:

- Coordinating and assisting with new homeless shelter openings outside of New York City, ensuring the provider and Local District staff are completing/submitting the necessary documents for the Operational Plans in the Shelter Management System (SMS).
- Verifying the accuracy of the documentation by working in conjunction with the divisions Program and Physical Plant staff.
- Tracking pending operational plans in SMS including the status of each component and consistently communicating shelter opening timelines and process steps to all relevant participants (DSOC/Providers/Local Districts).
- Participating in “walk throughs” of proposed shelters with Provider and Local District staff.

- Providing on-site and virtual support to Provider and Local District staff as needed and connecting them to the SMS Helpdesk for assistance with technical issues.
- Performing other duties as assigned in support of the Division's primary mission including but not limited to shelter inspections and district outreach.

Conditions of Employment:

Full-time, permanent appointments will be made. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title. Candidates must be legally authorized to work in the United States.

Your resume must indicate how you meet the minimum qualifications for these positions. Non-specific submissions may be disqualified from further consideration if the information you provide does not meet the minimum qualifications.

Telecommuting up to 50% may be available in accordance with The Office of Temporary and Disability Assistance policy and can be discussed during the interview.

Remarks:

- **Candidates should reference posting 25-014 when submitting your application.**
- **If submitting electronically, please reference posting 25-014 as part of your subject line.**
- **If you are interested in applying to these positions, please visit [how to apply](#) for applicant instructions.**

NYS OTDA seeks to promote a diverse workforce that is a representation of the various cultures, voices, backgrounds, ideas, and talents of the citizens and communities that we serve. We actively solicit and encourage applications from Black, Indigenous, and People of Color ("BIPOC"); LGBTQIA+ individuals; women; people with disabilities; and military veterans.