

Homeless Services Representative 1 (NY HELPS)

Announcement Posted:

07/03/24

Responses must be hand delivered or postmarked by:

07/13/24

Salary Range:

\$65,001 to \$82,656

Location:

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

Grade:

18

of Positions:

1

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).

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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 MINIMUM 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.

OR

55 b/c: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, the candidate must be currently enrolled in the Civil Service 55b/c program. Information about the 55b/c program can be found here: [55b/c Recruitment Resources Center \(ny.gov\)](https://www.career.ny.gov/55b/c).

COMPETITIVE MINIMUM 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/cmogotit/>.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

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

- Participate in and contribute to data gathering and analysis related to the division's database (SMS - Shelter Management System).
- Assist in maintaining historical data and reports to be used to identify statistical trends.
- Assist in answering inquiries made to the SMS Helpdesk and provide technical assistance to shelter operators and local social services districts.
- Process updates to SMS involving user access, shelter Applications, Recertifications, and Regulatory Compliance Submissions.
- Perform other duties as assigned in support of the divisions primary mission including, but not limited to, shelter inspections and district outreach.

Conditions of Employment:

A full-time, temporary, or permanent appointment 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. Statewide travel may be required.

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

Remarks:

- **Candidates should reference posting 24-170 when submitting your application.**
- **If submitting electronically, please reference posting 24-170 as part of your subject line.**
- **If you are interested in applying to this position, 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.