

**Homeless Services Representative 1 (NY HELPS) (SG-18); OR**  
**Homeless Services Representative Trainee 1 (NS=SG-13); OR**  
**Homeless Services Representative Trainee 2 (NS=SG-14)**

**Announcement Posted:**

03/12/24

**Responses must be hand delivered or postmarked by:**

03/22/24

**Salary Range:**

\$63,108 to \$80,248 (Homeless Services Representative 1) **OR**  
\$47,925 (Homeless Services Representative Trainee 1); **OR**  
\$50,678 (Homeless Services Representative Trainee 2)

**Location:**

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

**Grade:**

18

**# of Positions:**

1

**Candidates Must Meet the Following Qualifications:**

**Homeless Services Representative 1 (SG-18)**

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, this title may be filled via a non-competitive appointment, which means no examination is required, but all candidates must meet the minimum qualifications of the title for which they apply. At this time, agencies may recruit and hire employees by making temporary appointments. In May 2024, if a temporary NY HELPS employee is satisfactorily performing in the position, the appointment will be changed from temporary pending Civil Service Commission Action to permanent non-competitive, and the official probationary period will begin.

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:

For Trainee 1 level, you must have a bachelor's or higher degree.

For Trainee 2 Level, you must have a bachelor'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.

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

For the Full Performance Level, you must have a bachelor's or higher degree; AND two years of professional experience performing one or more of the following:

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.careerrecruitment.ny.gov/).

## 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:

- Perform inspections of homeless shelters; assess the physical plant of shelters including health sanitation and safety standards; review programmatic requirements including, but not limited to, resident rights and services, admission/discharge policies, staffing, food service, childcare, recreation, and record management.
- Examine and approve shelter operational plans.
- Review and approve applications and reapplications for shelter certification.
- Participate in the development of new and revised shelter regulations and homeless policies.
- Perform various tasks involving data collection and analysis.
- Prepare written reports and findings regarding all inspections.
- Investigate complaints and conduct follow-up inspections, where warranted.
- Review Serious Incident Reports and conduct follow-up where warranted.
- Perform analysis of operational budgets, assist with review and approval of shelter per diems.
- Provide technical budget assistance to shelter operators and local social services districts.

## **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. Statewide travel is required. Candidates must be legally authorized to work in the United States.

## **Remarks:**

- **Candidates should reference posting 24-052 when submitting your application.**
- **If submitting electronically, please reference posting 24-052 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.