

Temporary Assistance Specialist 1 (NY HELPS)

Temporary Assistance Specialist Trainee 1 OR

Temporary Assistance Specialist Trainee 2

Announcement Posted:

07/10/2024

Responses must be hand delivered or postmarked by:

07/20/2024

Salary Range:

\$65,001 to \$82,656 (Temporary Assistance Specialist 1); **OR**

\$49,363 (Temporary Assistance Specialist Trainee 1); **OR**

\$52,198 (Temporary Assistance Specialist Trainee 2)

Location:

Employment and Income Support Programs

40 North Pearl Street

Albany, NY 12243

Grade:

18/NS

of Positions:

6

Candidates Must Meet the Following Qualifications:

NY HELPS: These titles are 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 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 or higher degree; AND one year of professional experience performing one or more of the following:

- Administering temporary assistance programs and initiatives to assess applicant/recipient needs,

determine eligibility and/or provide services or benefits to low-income individuals or families. Such initiatives may include, but are not limited to, the development of systems applications for determining eligibility and benefit levels for temporary assistance programs;

- Planning, implementing, assessing, monitoring and/or evaluating programs to deliver effective temporary assistance and/or workforce development/training programs to unemployed, underemployed, low income or disabled individuals;
- Managing contracts and related budgets for workforce development/training and/or temporary assistance programs, including contract development, negotiation and execution, and fiscal management, monitoring or program review; and
- Planning, developing, managing, or administering programs that provide care and service to adults, children, and/or families in need of assistance, including childcare, foster care, medical assistance and adult residential care, aid to the refugee and/or immigrant population, or child and adult protective care.

Substitution: 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:

- Administering temporary assistance programs and initiatives to assess applicant/recipient needs, determine eligibility and/or provide services or benefits to low-income individuals or families. Such initiatives may include, but are not limited to, the development of systems applications for determining eligibility and benefit levels for temporary assistance programs;
- Planning, implementing, assessing, monitoring and/or evaluating programs to deliver effective temporary assistance and/or workforce development/training programs to unemployed, underemployed, low income or disabled individuals;
- Managing contracts and related budgets for workforce development/training and/or temporary assistance programs, including contract development, negotiation and execution, and fiscal management, monitoring or program review; and
- Planning, developing, managing, or administering programs that provide care and service to adults, children, and/or families in need of assistance, including childcare, foster care, medical assistance and adult residential care, aid to the refugee and/or immigrant population, or child and adult protective care.

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

Note: experience limited to clerical screening of applications, data entry, distribution of forms/brochures to prospective social services applicants, administrative duties in support of temporary assistance programs and any function in which the major responsibility of the position does NOT entail the direct planning, oversight, or provision of assistance is not considered qualifying. In addition, experience in staff development activities internal to an organization or auditing of employment and training programs, is NOT qualifying experience for this examination.

Temporary Assistance Programs are: Family Assistance (FA), Jobs Program, Safety Net Assistance, Supplemental Security Income (SSI), SSI State Supplement Program, Emergency Assistance to Families or Adults (EAF,EAA), Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps), Employment Services for Recipients of Public Assistance or SNAP, Energy Assistance, Low Income Housing Water Assistance Program (LIHWAP), Emergency Rental Assistance Program/Landlord Rental Assistance Program (ERAP/LRAP, Pandemic Electronic Benefit Transfer Benefits (P-EBT), Summer Electronic Benefit Transfer Benefits (Summer EBT), and Medicaid.

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, candidate must be currently enrolled in the Civil Service 55b/c program and possess a bachelor's degree or higher. For appointment to the Temporary Assistance Specialist 1, G-18, candidates must also meet the qualifications listed above. Information about the 55b/c program can be found here: [55b/c Recruitment Resources Center \(ny.gov\)](https://www.ny.gov/55b/c-recruitment-resources-center).

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/cmo/gotit/>.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

These 6 Temporary Assistance Specialist 1 G-18 positions, will be located within the Division of Employment and Income Support Programs (EISP)'s Supplemental Nutrition Assistance Program (SNAP) Bureau, fully supporting the permanent Summer EBT (S-EBT) program.

Duties include but are not limited to the following:

- Possess a thorough understanding of S-EBT eligibility criteria, program rules and requirements;
- Supervise one to three S-EBT Bureau clerical staff, provide guidance and answers to questions;
- Provide customer service support:
- Process and manage S-EBT inquiries through the dedicated S-EBT mailbox and the Human Services Call Center, including case supervisory review;
- Provide elevated review and response to written and oral requests from parents/guardians/caregivers, legislators and other sources;
- Review S-EBT eligibility in multiple systems concurrently and resolve disputes between interested parties;
- Review and communicate determinations in writing to interested parties;
- Ensure accurate Summer-EBT application processing;
- Provide supervisory review to applications that cannot be automatically verified for income eligibility and NSLP school enrollment;
- Process application with accurate determination information;
- Conduct application verification according to program rules and requirements;
- Participate in the development of new and revised S-EBT policies and procedures;
- Participate in the development and delivery of training materials and other presentations;

- Assist with monitoring S-EBT operations and analyze and report operational data, including accuracy and production rates; and
- Provide data analysis of program outcomes and contribute to the preparation of Federal and State reports.

Conditions of Employment:

Full-time, permanent or contingent 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. 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 24-171 when submitting your application.**
- **If submitting electronically, please reference posting 24-171 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.