

## Deputy Commissioner, Employment and Income Support Programs

**Announcement Posted:**

4/19/2021

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

5/18/2021

**Salary Range:**

\$135,179 - \$170,030.

**Location:**

Employment and Income Support Programs  
40 North Pearl Street  
Albany, New York 12243

**Grade:**

NS

**# of Positions:**

1

**Candidates Must Meet the Following Qualifications:**

The candidate must possess a bachelor's degree and have nine years (9) of specialized experience, four (4) years of which must have been upper-level managerial. Specialized experience consists of the development, implementation and monitoring of policies and procedures related to the administration of social services programs including, but not limited to, public assistance, nutrition assistance, public health, child welfare, and other programs designed to benefit lower income individuals and families through financial and other supports.

*Bachelor's degree substitution: Four (4) years of additional specialized experience OR Associate's degree and two years of additional specialized experience.*

**Preferred Skills:**

- Experience developing policy framework and leading policy development.
- Demonstrated ability to provide sound supervision and staff development.
- Experience leading, implementing and/or managing staff and providing effective staff development.
- Experience implementing program policies consistent with legal obligations and best practices.
- Excellent organizational skills and experience managing large projects to ensure timely completion and quality results.
- Excellent written and verbal communication skills.

**Duties of Position:**

Reporting directly to the OTDA Executive Deputy Commissioner, the Deputy Commissioner of Employment and Income Support Programs oversees approximately 225 staff and serves as the principal advisor on matters relevant to programs, policies and operations associated with, but not limited to:

- Providing overall direction to Division staff on activities to enhance the economic security of low-income families and individuals through the development and implementation of policies and programs that help reduce poverty, enhance earnings and provide critical services to support stable families. Oversee the development, definition and interpretation of State policies and procedures regarding temporary assistance, food assistance, energy assistance, supplemental disability benefits, and other economic support programs.
- Providing leadership to program staff that reflects OTDA's commitment to promote access to economic support programs, assist current and potential temporary assistance recipients enter employment, to connect individuals with special needs to appropriate services, and to help to reduce child poverty.
- Assisting work-capable public assistance recipients in achieving entry into the workforce by ensuring that OTDA provides timely and proper direction to local social services districts in their administration of programs including Public Assistance, Supplemental Security Income (SSI), Supplemental Nutrition Assistance Program (SNAP), the Home Energy Assistance Program (HEAP), rental supplements and employment services to recipients of assistance and other low income households.
- Providing necessary policy direction and monitoring of local social services districts' implementation of assistance programs to ensure a high level of customer service and compliance with policies and procedures in their administration of programs to ensure program integrity. These responsibilities include, but are not limited to: ensuring residents have access to needed benefits in a timely manner, identification of SNAP quality control errors, development and management of the SNAP, program oversight and technical assistance, customer support and benefit integrity for Electronic Benefit Transfer (EBT), and compliance with court-ordered processes.
- Represent OTDA as the chief program and policy liaison to the various federal oversight agencies for programs within the Division - including Health and Human Services, the United States Department of Agriculture and the Social Security Administration.
- Ensuring program staff identify, design, assist in developing and testing, and maintain systems support to ensure timely and accurate processing of eligibility and benefit issuance in accordance with prescribed policies.
- Providing all necessary program and policy direction and coordination with the Office of Information Technology Services (ITS) in collaborative efforts to provide local social services districts with modern, open systems applications that facilitate efficient access to appropriate benefits and services while calculating proper eligibility determinations.
- Oversee the Division's work necessary to support development and implementation of the new Integrated Eligibility System (IES). This is a multi-agency initiative that will replace New York's aging legacy information technology infrastructure and will provide 1) client access to low-income assistance programs, 2) local district program eligibility support, and 3) both client and local district case maintenance functionality.
- Oversight of the Emergency Rental Assistance Program established in 2021 to address the economic hardships resulting from COVID-19 including increased rental and utility arrears accrued by lower-income households throughout the State. The program will provide about two billion in economic relief to help New York residents.
- Lead oversight on a multi-State Electronic Benefit Transfer (EBT) procurement as well as the procurement of the Common Benefit Identification Card (CBIC).

## **Conditions of Employment:**

A full-time appointment will be made. Periodic travel within and outside of New York State will be required.

This position is in the Exempt jurisdictional classification. A background check of the selected candidate will be required.

**Remarks:**

- **Candidates should reference posting #21-009 when submitting your application.**
- **If submitting electronically, please reference posting #21-009 as part of your subject line.**
- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**