

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8106410

Homeless Services Representative 1, Grade 18	8106410
Homeless Services Representative 2, Grade 23	8106420
Homeless Services Representative 3, M-2	8106430
Homeless Services Representative 4, M-3	8106441
Homeless Services Representative 5, M-4	8106450

Brief Description of Class Series

Homeless Services Representatives develop, implement, and enforce regulations governing the operation of facilities for the homeless, and programs to address homelessness. Positions conduct shelter inspections to review operational procedures, policies, and practices, and enforce program requirements. Positions exist only in the Office of Temporary and Disability Assistance's (OTDA) Division of Shelter Oversight and Compliance (DSOC).

Distinguishing Characteristics

Homeless Services Representative 1: full performance level; develops, implements, and enforces regulations governing operation of facilities for the homeless, and programs to address homelessness; inspects homeless shelters for operational compliance.

Homeless Services Representative 2: first supervisory level; oversees Homeless Services Representatives 1 and clerical support staff conducting shelter inspections and associated program activities.

Homeless Services Representative 3: second supervisory level; supervises a unit engaged in various shelter program activities in an assigned geographic area.

Homeless Services Representative 4: managerial level; one position class; reports to the Homeless Services Representative 5, and functions as the Assistant Director of DSOC's New York City Office; supervises Homeless Services Representatives 3 and other staff to manage and direct day-to-day office activities.

Homeless Services Representative 5: managerial level; one position class; reporting to a Deputy Commissioner, functions as the Director of DSOC's New York City Office; and supervises the Homeless Services Representative 4, M-3.

Related Classes

Consultants in Physical Standards & Safety conduct in-depth physical plant and structural inspections of homeless shelters for compliance with applicable rules and regulations. Positions are differentiated from Homeless Services Representatives by their focus on physical building issues, and code compliance and enforcement, as opposed to programmatic reviews conducted by Homeless Services Representatives.

Temporary Assistance Specialists oversee State programs that provide temporary assistance to eligible individuals and families; provide guidance and technical assistance to local departments of social services in the administration of temporary assistance programs; develop, define, and interpret State policy and procedures for temporary assistance; and review program activities to ensure compliance with laws, rules, and regulations.

Housing Specialists oversee the development and implementation of housing projects for adults and families that are homeless or low-income, and ensure compliance with all aspects of housing contracts after facilities are operational.

Illustrative Duties

Homeless Services Representative 1

Reviews operational plans, certification applications, inspection reports, facility case files and records of family shelters; conducts entrance interviews with facilities directors; and interviews facility staff and residents to determine adequacy of care, staffing ratios, and type and quality of services.

Conducts shelter inspections with a focus on operational policies and procedures, and compliance with OTDA program requirements.

Prepares written reports documenting inspections and violations including recommendations for corrective action to remedy deficiencies.

Investigates complaints brought against facilities and prepares investigation summaries for supervisory review.

Provides technical assistance to facility operators on complying with standards and service improvements; tours new shelters, pointing out deficiencies and making suggestions for improving program operations.

Collects and analyzes data for internal and external program evaluations; develops recommendations for long-range plans and policy improvements; and coordinates placement of individuals who are homeless from shelters into permanent housing.

Homeless Services Representative 2

Provides direction to subordinate staff that conduct facility inspections; sets priorities; and interprets standards and their application to the inspection process.

Conducts inspections and reviews of facilities with difficult operational issues; interviews facility staff and residents; prepares inspection reports and recommends corrective actions; and conducts follow-up inspections.

Interprets rules, regulations, and standards for facility operators; advises operators on methods and changes needed to meet program requirements.

Directs or may conduct complaint investigations; determines validity of complaints; takes steps to correct situations, including administrative actions; coordinates plans with the local district having jurisdiction; and meets with legal staff to discuss non-compliance issues.

Provides higher-level staff with advice and consultation on technical policy and operational issues related to operations of family shelters, and recommends changes where policies are detrimental to facility operations.

Provides supervisor with up-to-date status reports on all outstanding inspections and administrative actions.

Conducts special studies on programs' effectiveness; and collects and reviews data on individuals who are homeless in assigned statistical areas.

Reviews and evaluates shelter operating plans; and maintains a variety of reports on program activities.

Homeless Services Representative 3

Provides policy and procedural advice on conducting inspections; and reviews inspection reports and completed work.

Works closely with higher-level management in developing and implementing homeless shelter policies, rules, regulations, and procedures.

Directs technical assistance to shelter providers on operational and management issues.

Implements DSOC shelter inspection policies and procedures, and advises subordinate staff on appropriate inspection methods.

Reviews legislation impacting DSOC programs and recommends changes.

Directs the most difficult and sensitive inspections and investigations; reviews related inspection reports; and prepares administrative actions.

Responds to issues and questions on policy and technical assistance from local districts.

Communicates with other agency staff to ensure that inspections and complaint investigations are conducted consistently across the State.

Prepares reports for agency, State, and legislative staff on homeless shelter service issues and programs.

Homeless Services Representative 4

Assists the Homeless Services Representative 5 with managing and directing the day-to-day activities of DSOC's New York City Office.

Assists with oversight of all programmatic inspection and quality assurance activities for certified and uncertified shelters and other residential settings housing temporary housing assistance recipients.

Develops protocols for reviewing inspections and inspection reports of uncertified shelters submitted by the New York City Department of Homeless Services (DHS); develops review instruments and tools; puts quality assurance and follow-up mechanisms in place; creates procedures for direct inspections of uncertified shelters; and monitors OTDA and DHS compliance with protocols.

Develops and maintains data collection systems for inspection planning, completions, and findings.

Tracks New York City compliance with the corrective action plan to improve city-wide shelters.

Develops policies, procedures, and regulations for homeless shelters; ensures providers' compliance with applicable regulations.

Supervises the certification process for adult and transitional family shelters, ensuring that all regulations are adhered to and that shelters are certified timely.

Establishes standards and workflow for Homeless Services Representatives, Consultants in Physical Standards and Safety, and other staff

Homeless Services Representative 5

Manages and directs all activities of DSOC's New York City Office, and directly supervises the Homeless Services Representative 4.

Conducts high-level discussions with New York City officials, including DHS staff, regarding shelter capacity, pending shelter certification requests, services for specific populations, needs, and other essential issues.

Oversees all inspection and quality assurance activities for shelters and other residential settings used to house temporary housing assistance recipients.

Develops and implements shelter program changes in response to executive priorities and funding availability.

Reviews and approves final inspection reports for each shelter inspected by the New York City Office.

Minimum Qualifications

Homeless Services Representative 1

Open Competitive: bachelor's or higher degree and completion of a two-year traineeship; or bachelor's or higher degree and two years of experience in the planning, development, management, or provision of programs that provide care and services to adults, children, and/or families in need of assistance including child care, foster care, adult residential care, or child and adult protective care.

One year of the two years must have included experience in the supervision, monitoring, or investigation of residential facilities to ensure compliance with applicable regulations; or experience in the development and administration of activities related to homeless programs or residential facilities for low-income families and individuals.

Homeless Services Representative 2

Promotion: one year of permanent competitive service as a Homeless Services Representative 1.

Homeless Services Representative 3

Promotion: one year of permanent competitive service as a Homeless Services Representative 2.

Homeless Services Representative 4

Promotion: one year of permanent competitive service as a Homeless Services Representative 3.

Homeless Services Representative 5

Promotion: one year of permanent competitive service as a Homeless Services Representative 4 or two years of permanent competitive service as a Homeless Services Representative 3.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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