

New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 2544100

Youth Communications Aide, Grade 10 2544100
Youth Communications Supervisor, Grade 14 2544300

Brief Description of Class Series

Positions in this title series are responsible for the operation and oversight of the Central Communication Unit, which operates 24 hours a day, 7 days a week, and serves as an information clearinghouse for the Office of Children and Family Services' (OCFS) residential facilities, programs, and regional offices. Incumbents oversee the Central Warrant System, acting as contractual agents of the New York State Police; receive, evaluate, and process Reportable Incident Reports; and act as the on-call service for agency executive and operations personnel during off business hours, forwarding necessary information to Community Multi Services, Detention/Voluntary Agencies, the Public Information Office, Executive Office, and other Bureau of Classification and Movement Units.

Distinguishing Characteristics

Youth Communications Aide: full performance level; under the direction of the Youth Communications Supervisor, conducts routine operation of the Central Communication Unit, including assessing and routing incident reports called in from agency facilities and field offices, maintaining a report database, initiating and canceling warrants and detainers, and maintaining an after-hours telephone service.

Youth Communications Supervisor: one position class; under the direction of a Children and Family Services Program Manager, supervises the operation of the Central Communication Unit and the activities of Youth Communications Aides.

Illustrative Duties

Youth Communications Aide

Operates the Central Warrant System.

- Receives and assesses incoming calls for response and interpretation based upon OCFS policy and procedure.

- Assists OCFS facilities/field offices and private agencies in warrants and placement of OCFS youth upon apprehension.
- Tracks youth that have been arrested while on Absent With Out Leave (AWOL) status to ensure their return to OCFS custody.
- Maintains and monitors the system that ensures proper execution of warrants for youth currently placed in an OCFS facility; attaches and removes OCFS Detainer Warrants when appropriate.

Operates the New York State Police Information Network.

- Assesses, confirms, and/or denies a Wanted Person designation.
- Provides initial direction to police agencies for youth apprehended out-of-state.
- Evaluates and confirms information from a police source to prove probable cause for apprehension.
- Informs and advises police agencies regarding legally appropriate procedures for detaining and placing juveniles.

Receives, assesses, and disseminates Reportable Incident Reports (RIR).

- Enters reports from OCFS facilities, day placement, field offices, voluntary agencies, and aftercare programs regarding youth population and agency personnel into the RIR/Warrant database.
- Elicits further information from the caller in anticipation of subsequent needs of other portions of the agency or other organizations.
- Notes deficiencies in report and action taken and directs caller to correct deficiencies.
- Provides assistance and guidance in interpreting OCFS policy.
- Reports significant incidents to supervisor, and critical incidents to OCFS Administrators.

Provides after-hours auxiliary telephone service to various offices including Community Multi Services, Detention/Voluntary Agencies, the Public Information Office, Executive Office, and other Bureau of Classification and Movement units on as-needed basis.

- Accepts calls from County Administrators, law enforcement officials, or private staff regarding youth placed in OCFS custody.

- Provides direction concerning detention and transport of apprehended youth.
- Interprets OCFS policy and procedures.
- Answers calls from parents/guardians and OCFS youth during evening, weekends, and holiday hours when OCFS case managers are not readily available.
- Provides agency instruction to OCFS facilities, programs, and field offices regarding all aspects of AWOL Warrants.

Responds to alerts from the Electronic Monitoring System, contacting the vendor of the electronic monitor, youth, and on-call administrator to issue a warrant if necessary, and completing any RIR as a result of alarms.

Maintains communication with law enforcement agencies throughout the State.

Youth Communications Supervisor

Participates in the development and implementation of policies and procedures affecting the Central Communication Unit.

Oversees active and inactive warrants issued as requested by OCFS facilities, field offices, and private agencies.

Provides supervision, oversight, and training to the Youth Communications Aides, and may perform Youth Communications Aide duties, as necessary.

Reports significant RIR to administration.

Consults with the OCFS Legal Unit on changes in law regarding youth and OCFS procedures.

Consults with New York State Police on revisions to the eJusticeNY Integrated Justice Portal System and guideline set forth by the New York State Division of Criminal Justice Services.

Participates in meetings and workgroups that impact Central Communication Unit operations.

Coordinates the collection of data requested by OCFS Administration; prepares reports regarding OCFS operations from the RIR/Warrant database.

Minimum Qualifications

*Youth Communications Aide**

Transition: one year of service in a position allocated to Salary Grade 6 or higher in the Office of Children and Family Services.

Open Competitive: high school diploma or high school equivalency diploma or higher degree, AND one year of experience in a communications unit where your primary responsibility was the relay of information related to the transport of individuals in custody, reports of possible illegal activities, or issues of public safety.

*Youth Communications Supervisor**

Promotion: one year of service as a Youth Communications Aide.

Open Competitive: high school diploma or high school equivalency diploma or higher degree, AND one year of experience as the supervisor in a communications unit where your primary responsibility was the relay of information related to the transport of individuals in custody, reports of possible illegal activities, or issues of public safety.

*All candidates will be required to obtain certification by the end of the probation period in the eJusticeNY Integrated Justice Portal. Failure to obtain or maintain verification may result in action to remove you from the position.

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.

Date: 8/2021

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