

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

Classification Standard

***Occ. Code 8183100***

**Temporary Assistance Specialist 1, Grade 18 8183100**  
**Temporary Assistance Specialist 2, Grade 23 8183200**  
**Temporary Assistance Specialist 3, Grade 27 8183300**  
**Temporary Assistance Specialist 4, M-4 8183400**

Brief Description of Class Series

Temporary Assistance Specialists at the Office of Temporary and Disability Assistance (OTDA) 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.

Distinguishing Characteristics

*Temporary Assistance Specialist 1:* full performance level; under the supervision of a Temporary Assistance Specialist 2, conducts field visits to local social service departments; reviews program activities; and provides technical assistance to program managers and departments to ensure programs' compliance with State and federal guidelines.

*Temporary Assistance Specialist 2:* supervisory level; supervises two or more Temporary Assistance Specialist 1 in the administration of temporary assistance programs; and resolves issues or problems related to the administration and operation of temporary assistance programs.

*Temporary Assistance Specialist 3:* second supervisory level; supervises two or more Temporary Assistance Specialist 2; sets unit priorities and performs program planning activities; and serves as an expert for one or more temporary assistance programs.

*Temporary Assistance Specialist 4:* bureau director; supervises Temporary Assistance Specialist 3; and oversees one or more statewide temporary assistance programs.

Illustrative Tasks

### *Temporary Assistance Specialist 1*

Develops regulations, policy and operational support guidelines for temporary assistance programs; and assists in the implementation of welfare legislation.

Conducts site visits to local service providers and follows up to determine compliance with program requirements.

Reviews program activity, reports, and service plans; and interviews personnel involved with specific programs to identify and correct performance issues.

Reviews federal regulations and legislation to identify changes in program guidelines, eligibility factors, and procedures; assists agencies with application of State and federal guidelines, contract requirements, and implementation of changes.

Monitors projects, prepares reports on progress, recommends controls to ensure compliance, and provides input on sanctions against agencies for noncompliance with State and federal requirements.

Drafts releases and policy statements outlining or explaining new or changed regulations.

Provides technical assistance and guidance on laws, rules, regulations, and procedures related to temporary assistance programs.

Analyzes, interprets, and clarifies laws, rules, and regulations for program administrators.

Responds to inquiries from OTDA program areas, other State agencies, individuals and families, and non-profits on policies, standards, eligibility and benefit requirements, services, and client rights.

Assists OTDA contract management staff in the development, implementation, and monitoring of contracts related to temporary assistance programs.

Reviews proposed contract work plans and budgets to ensure consistency with program objectives, and compliance with State and federal budgetary guidelines.

Reviews contractor vouchers and reports for accuracy and completeness, and tracks performance and expenditures against contract goals and budget or payment standards.

Works with Information Technology systems staff in the development and implementation of temporary assistance systems; identifies required data elements and reporting requirements, tests functionality, and identifies problems.

Identifies and provides training and technical assistance to local social services departments, non-profits, and OTDA staff, and assists in the preparation of training materials.

May supervise lower level paraprofessional and/or clerical staff.

### *Temporary Assistance Specialist 2*

Supervises policy development and dissemination, and evaluation of programs designed to assist individuals and families to reach economic independence.

Oversees assigned local social services departments' administration of programs; reviews operational procedures; and analyzes reports to evaluate progress, identify problems, and recommend improvements.

Provides technical assistance to local social services departments regarding State and federal program requirements and policies, and eligibility determinations in difficult or unusual cases.

Coordinates interagency efforts; and develops linkages with other local organizations to share information, facilitate collaboration, and monitor the impact of temporary assistance programs.

Assists State and local officials in meeting program requirements.

Develops policies, procedures, and reporting systems for implementing temporary assistance programs.

Performs the full range of supervisory duties of Temporary Assistance Specialists 1 such as time and attendance and performance evaluations.

### *Temporary Assistance Specialist 3*

Supervises Temporary Assistance Specialist 2 and other staff. Manages the operation of a program or policy unit in the administration of temporary assistance programs.

Represents OTDA in interactions with federal, State, and local organizations and government entities, the public, and local social services departments.

Establishes section goals, determines priorities, implements work policies and procedures; and develops annual workforce plans and budgets for assigned program areas.

Coordinates efforts between State and local agencies to achieve consistency and uniformity in program operations, and supervises the monitoring of performance and budget expenditures to ensure compliance with budgetary requirements.

Develops and implements performance measures for assigned program areas, and monitors projects to evaluate quality and effectiveness.

Performs the full range of supervisory duties of Temporary Assistance Specialists 2 such as time and attendance and performance evaluations.

#### *Temporary Assistance Specialist 4*

Oversees the day-to-day operation of a bureau and sets policies and goals.

Develops and implements policies for assigned programs, and recommends changes to meet new State and federal legislation.

Administers the development and implementation of contracts for services provided by local social services departments and non-profit agencies.

Directs the development and dissemination of advisory communications to local social service department commissioners.

Oversees program evaluation activities for assigned program areas, and ensures that corrective actions are implemented.

Oversees review of local social service department activities, program audit reports, and individual participation rates; and recommends and implements changes for assigned programs to improve performance.

Performs the full range of supervisory duties of Temporary Assistance Specialists 3 such as time and attendance and performance evaluations.

#### Minimum Qualifications

##### *Temporary Assistance Specialist 1*

Open Competitive: bachelor's degree and two years of professional experience administering temporary assistance programs and initiatives to assess applicant or recipient needs, or determining eligibility, or providing services or benefits to low income individuals or families.

##### *Temporary Assistance Specialist 2*

Promotion: One year of permanent service as a Temporary Assistance Specialist 1.

*Temporary Assistance Specialist 3*

Promotion: One year of permanent service as a Temporary Assistance Specialist 2.

*Temporary Assistance Specialist 4*

Promotion: One year of permanent service as a Temporary Assistance Specialist 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.

Date: 8/2020

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Parenthetic Attachment

Temporary Assistance Specialists (Refugee and Immigrant Services) provide guidance to local social service agencies in administering programs that assist refugees with economic and social self-sufficiency; support immigrants in assimilating to the United States; provide assistance to victims of human trafficking; and ensure foster care for unaccompanied refugees and immigrants.

*Temporary Assistance Specialist 1 (Refugee and Immigrant Services):* full performance level; develops, implements, monitors, and evaluates programs and contracts for refugee and immigrant services; and provides technical assistance to service providers in the administration of refugee and immigrant programs.

*Temporary Assistance Specialist 2 (Refugee and Immigrant Services):* supervisory level; supervises two or more Temporary Assistance Specialist 1 (Refugee and Immigrant Services) in providing assistance to refugee and immigrant service providers; and manages federal and State funding and grants designated for the support of refugee and immigrant services.

*Temporary Assistance Specialist 3 (Refugee and Immigrant Services):* second supervisory level; supervises two or more Temporary Assistance Specialist 2 (Refugee and Immigrant Services), Community Interpretation Specialists, and Community Interpretation Program Specialists, engaged in providing assistance to refugee and immigrant service providers; and represents the agency in interactions with government entities and the public.

*Temporary Assistance Specialist 4 (Refugee and Immigrant Services):* one-position class; supervises Temporary Assistance Specialists 3 (Refugee and Immigrant Services); and oversees OTDA's Bureau of Refugee and Immigrant Assistance.

### Minimum Qualifications

#### *Temporary Assistance Specialist 1 (Refugee and Immigrant Services)*

Open Competitive: bachelor's degree and two years of professional experience assessing or determining refugees and immigrants' eligibility for programs to assist with assimilation, economic self-sufficiency or other needs; designing and developing plans or proposals, and implementing and evaluating programs to assist refugees and immigrants with assimilation, economic self-sufficiency, or other needs; or providing human services to refugees and immigrants to assist in gaining and retaining employment, language skills, housing, or medical care.

#### *Temporary Assistance Specialist 2 (Refugee and Immigrant Services)*

Promotion: One year of permanent service as a Temporary Assistance Specialist 1 (Refugee and Immigrant Services).

#### *Temporary Assistance Specialist 3 (Refugee and Immigrant Services)*

Promotion: One year of permanent service as a Temporary Assistance Specialist 2 (Refugee and Immigrant Services).

#### *Temporary Assistance Specialist 4 (Refugee and Immigrant Services)*

Promotion: One year of permanent service as a Temporary Assistance Specialist 3 (Refugee and Immigrant Services).