

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

Occ. Code 1433500

Coordinator, Cultural & Language Access Services, Grade 23

Brief Description of Class

Coordinator, Cultural & Languages Access Services oversees cultural & language services for an agency in accordance with Statewide language access policy. The positions implement language access plans and procedures; and ensure that individuals with Limited English Proficiency (LEP) can access the agency's programs, services and benefits. This title is classified at the Department of Veterans Services, the Department of Corrections and Community Supervision, and the Office of General Services.

Distinguishing Characteristics

Coordinator, Cultural & Language Access Services: full performance level; under the general direction of a higher-level manager, coordinates and administers an agency or statewide language access policy and program; provides guidance to agency assigned language access coordinators who serve in a variety of titles.

Illustrative Duties

Coordinator, Cultural & Language Access Services: establishes policies and guidelines to enhance and standardize cultural and language access practices across the state; consolidates monitoring reports and vendor deficiency reports, analyzes trends, and provides recommendations to management; monitors, evaluates, and reports on agency or statewide cultural and language access service implementation; administers centralized information for an agency or the public regarding cultural and language access services; provides training to agency language access coordinators; establishes outreach strategies to raise awareness of language services and liaisons with language access advocates to improve cultural and language access services.

Minimum Qualifications

Non-competitive: bachelor's degree in Education, Cultural Studies, Languages, Social Work, Public Administration or related field AND three or more years of experience in the coordination of services designed to assist individuals with Limited English

Proficiency (LEP). This experience must include cultural competency and knowledge of program specifically designed for the needs of a culturally diverse population. In addition, must be proficient in at least one language other than English.

Substitution: four years of the specialized experience described above may substitute for the bachelor's degree; a master's degree in Education, Cultural Studies, Languages, Social Work, Public Administration or related field may substitute for one year of the specialized experience.

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: 4/2023

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