

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 Division of Veteran's Affairs and the Department of Correctional Services and Community Supervision.

Distinguishing Characteristics

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

Illustrative Duties

Coordinator, Cultural & Language Access Services: establish policies and guidelines to enhance and standardize cultural and language access practices across the state; consolidate monitoring reports and vendor deficiency reports, analyze trends, and provide recommendations to management; monitor, evaluate, and report on agency or statewide cultural and language access service implementation; administer centralized information for an agency or the public regarding cultural and language access services; provide training to agency language access coordinators; establish outreach strategies to raise awareness of language services and liaison with language access advocates to improve cultural and language access services.

Minimum Qualifications

Non-competitive: a master's degree in Education, Cultural Studies, Languages, Social Work, Public Administration or related field and two or more years of experience in the management of programs 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.

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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