

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

Classification Standard

Occ. Code 8418100

Immigrant Workers Specialist 1, Grade 18	8418100
Immigrant Workers Specialist 2, Grade 23	8418200
Immigrant Workers Specialist 3, M-2	8418400
Director Immigrant Workers Services, M-3	8418300

Brief Description of Class Series

Positions in this class conduct outreach to identify and address the needs and concerns of immigrant workers; develop and oversee the implementation of plans to improve agency services to immigrant workers; evaluate the services provided by the Department of Labor (DOL) to determine their effectiveness; and ensure that immigrant workers and related advocacy groups have access to agency programs, services and facilities. These positions educate agricultural employers about New York State labor laws and regulations and provide information to employers on DOL services.

The positions are classified in the non-competitive class and are found only at the Department of Labor.

Distinguishing Characteristics

Immigrant Workers Specialist 1: full performance level; independently conducts outreach, inspection and investigation activities.

Immigrant Workers Specialist 2: supervisory level; oversees and may conduct outreach, inspections, and investigations for a geographic area.

Immigrant Workers Specialist 3: second-supervisory level; assists in the oversight of staff and activities in the Division of Immigrant Policies and Affairs.

Director Immigrant Workers Services: one-position class; oversees the Division of Immigrant Policies and Affairs.

Related Classes.

Immigrant Community Specialists provide information and guidance to immigrants in applying for citizenship and accessing social services. Incumbents

perform targeted outreach; prepare and deliver instructional materials and workshops; and collaborate with other agencies to coordinate the delivery of services to immigrants.

Illustrative Tasks

Immigrant Workers Specialist 1

Conducts community outreach activities to ensure that DOL programs and services are accessible and responsive to the needs and concerns of immigrant workers.

- Holds workshops to enhance immigrant workers' understanding of their rights under State and federal labor laws, rules and regulations, and ensures that they are aware of the Department's resources.
- Assists in developing awareness campaigns targeted at existing and emerging immigrant populations.

Assesses the services provided by DOL programs to identify areas needing improvement.

- Measures effectiveness of the Department's immigration outreach efforts through process and outcome evaluation.
- Works with Department programs to translate brochures, pamphlets, posters, and other literature into languages spoken by immigrant and migrant populations.
- Works to improve the cultural competency of Department staff to improve responsiveness to the needs and interests of immigrant workers.

Serves as DOL liaison with immigrant workers and related advocacy groups to identify and address their needs, priorities, and concerns; and ensures equitable access to Department programs, services and facilities.

- Provides outreach to farm workers and agricultural employers to inform them of the services and programs provided by DOL.
- Targets outreach to immigrant populations statewide, based upon current census and resettlement data.
- Maintains contact with community agencies, governmental agencies, and employers to inform them of immigrant workers in the area and to collect information.
- Attends immigrant community events and meetings to stay informed of current news, problems, and issues in immigrant communities.

- Establishes working relationships with other State and federal agencies to provide information to assist immigrant workers in gaining access to available program and services.

Promotes the use of DOL programs and services in the rural sector with an emphasis on protecting the rights, safety, and dignity of immigrant farm workers.

- Provides information to employers regarding the foreign labor certification program, which allows them to hire foreign workers on a temporary basis to fill jobs in agricultural (H-2A) and non-agricultural (H-2B) sectors.
- Provides technical assistance to agricultural employers seeking foreign labor and answers questions on State and federal labor laws, rules, and regulations regarding employment.
- Determines whether customers are domestic, guest worker, year-round, migrant, or seasonal farm workers and explains their rights as farm workers and directs them to supportive services in the area.
- Performs inspection and investigation activities regarding employment and housing of farm workers.
- Reviews and investigates complaints against agricultural employers suspected of violating State labor laws.
- Inspects farm worker housing to determine compliance with U.S. DOL and other applicable regulations.
- Evaluates complaints by interviewing employers, employees and witnesses, and makes initial determinations and recommendations. When necessary, forwards information to the Division of Labor Standards for determination and assessment of civil penalties.
- Coordinates with other Department programs to investigate and resolve complaints.

Follows up with workers to ensure resolution of their complaints and determines whether satisfactory progress is being made and needed services are being provided.

Analyzes reports, census data, and other statistical information regarding immigrant population trends, issues, and concerns.

Responds to correspondence, prepares letters, and issues papers regarding immigration issues. Prepares reports and memoranda outlining immigrant workers needs and concerns, and describing the Department's outreach activities and their outcomes.

In collaboration with various anti-trafficking coalitions, educates the public about labor trafficking, and how to identify trafficking victims and their families. Advocates for appropriate services for trafficking victims and their families.

Educates the public about the U visa program, which provides legal status to victims of certain serious crimes who have suffered substantial physical or mental harm and have cooperated with law enforcement.

Reviews U visa applications to ensure compliance with certification protocol; and submits certifications on behalf of qualified U visa applicants.

Immigrant Workers Specialist 2

Oversees community outreach and rural programs and services for a geographic area.

Oversees and may conduct outreach, inspections, and investigations for a geographic area.

Develops and implements information awareness campaigns targeted at existing and emerging immigrant populations.

Supervises flow of materials related to approval of H-2A applications in DOL's Foreign Labor Certification Unit, including but not limited to clearing and posting of job orders.

- Reviews H-2A job orders submitted by agricultural employers and agents/lawyers for compliance with State and federal regulations.
- Works with employers and their agents and DOL field staff to resolve issues with H-2A job orders.
- Reviews and stays informed of any changes to regulations and guidance issued by U.S. DOL and other federal authorities or agencies.
- Drafts correspondence to employers regarding H-2A program and applications.
- Supervises inspections of farm worker housing to determine compliance with U.S. DOL and other applicable regulations.

Responds to concerns raised by community organizations working directly with trafficking victims.

Supervises investigations of complaints filed by immigrant workers against employers suspected of violating the State's labor laws.

Coordinates with Department programs investigating Labor Law violations related to immigrant workers.

Analyzes reports, census data, and other statistical data regarding immigrant population trends, issues and concerns. Responds to constituent calls and correspondence, and prepares letters and reports regarding immigration issues.

Participates in meetings and community events to give and obtain information relating to immigrant workers' issues and concerns.

In collaboration with Office of Special Investigations, may work on potential criminal cases with U.S. Immigration and Customs Enforcement.

Supervises and trains Immigrant Workers Specialists 1.

Immigrant Workers Specialist 3

Assists in the oversight of all activities of the Division of Immigrant Policies and Affairs.

- Assists in establishing statewide policies, standards, and controls for effective utilization of staff.
- Continuously evaluates Division policies, procedures, and programs and recommends or initiates changes and improvements.
- Reviews and evaluates proposed and pending legislation pertaining to Division programs, services and operations.
- Evaluates Division programs to assess timeliness and accuracy of service delivery, customer satisfaction and adherence to State and federal laws, rules and regulations.

Develops information awareness campaigns targeted to existing and emerging immigrant populations.

Develops and implements policy initiatives and programmatic priorities related to immigrant worker issues, which include conducting research, developing implementation strategies, providing oversight, and offering recommendations to resolve issues.

Manages and completes on-going special projects, programs, and high-profile assignments related to the Governor's or Commissioner's initiatives on immigrant worker issues.

Recommends necessary policy, procedural, or legislative changes to support the needs of the Division.

Oversees Division expenditures in accordance with operating needs and budget allotments.

Plans, organizes, develops, and expands the outreach and enforcement mission and functions of the Division of Immigrant Policies and Affairs.

Testifies at administrative or legislative hearings related to immigrant worker issues, programs, and services.

Represents the Division on intergovernmental boards and committees with the public and other agencies.

Responds to requests for information on behalf of the Division; and may serve as the Department's representative at State, regional, and national conventions on immigrant worker issues.

Oversees the activities of Division staff to ensure the services, programs, and protections offered by DOL are available to immigrant workers.

- Oversees staff recruitment and selection.
- Conducts staff training and development activities.
- Manages the assignment and reassignment of staff.
- Evaluates staff performance to ensure conformance with program guidelines and mission.

Director Immigrant Workers Services

Oversees the Division of Immigrant Policies and Affairs.

Plans, develops, and expands the outreach and enforcement mission and functions of the Division.

Oversees the development of methods and procedures for implementing the outreach and enforcement functions of the Division.

Directs the control of expenditures in accordance with operating needs and budget allotments.

Performs continuous evaluations of Division policies, procedures, and programs; and recommends or initiates changes and improvements.

Represents the Department at meetings and community events related to immigrant workers rights, issues and concerns. Serves on departmental and interdepartmental workgroups to define program requirements and identify best practices.

Represents the Commissioner of Labor in State, regional, national, and international conventions, and with other professional groups as spokesperson on immigrant issues in New York State.

Oversees the processing of the foreign labor certification program, which includes both H-2A and H-2B temporary visas, and the U visa certification process.

Prepares and submits the annual report on the review and evaluation of the Department's services and programs for immigrant workers to the Commissioner of Labor.

Coordinates activities on potential criminal cases with U.S. Immigration and Customs Enforcement.

Oversees the Division's efforts relating to labor trafficking, including involvement with various anti-trafficking coalitions and services for trafficking victims and their families.

Assists in recommending legislation regarding immigrant workers; and provides information regarding current or proposed projects, policies, and programs to officials and other interested parties.

Minimum Qualifications

Immigrant Workers Specialist 1

Non-Competitive: bachelor's degree and two years of experience providing assistance, direction or support to improve, protect, and preserve the rights of workers and/or immigrants, or assisting clients in understanding and participating in public or private programs. The experience must include involvement in public education, communications, or community outreach activities.

Immigrant Workers Specialist 2

Non-Competitive: bachelor's degree and three years of experience providing assistance, direction or support to improve, protect, and preserve the rights of workers and/or immigrants, or assisting clients in understanding and participating in public or private programs. The experience must include involvement in public education, communications, or community outreach activities.

Immigrant Workers Specialist 3

Non-Competitive: bachelor's degree and five years of experience providing assistance, direction or support to improve, protect, and preserve the rights of workers and/or immigrants, or assisting clients in understanding and participating in public or private programs. The experience must include involvement in public education,

communications, or community outreach activities. Two years of the experience must include supervision of professional staff.

Director Immigrant Workers Services

Non-Competitive: bachelor's degree and six years of experience providing assistance, direction or support to improve, protect, and preserve the rights of workers and/or immigrants, or assisting clients in understanding and participating in public or private programs. At least two years of the experience must include working on immigrant issues and some involvement in public education, communications, or community outreach activities. Three years of the experience must have involved supervision of professional staff.

Substitution: a master's degree or law degree may substitute for one year of experience for all levels.

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 the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

6/2022

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