

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

Classification Standard

Occ. Code 8160100

Immigrant Community Specialist 1, Grade 18 8160100
Immigrant Community Specialist 2, Grade 23 8160200
Immigrant Community Specialist 3, Grade 27 8160300

Brief Description of Class Series

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.

Positions are classified in the Office for New Americans within the Department of State (DOS).

Related Classes

Immigrant Workers Specialists conduct outreach to identify and address the needs and concerns of immigrant workers; evaluate the services provided by the Department of Labor to determine their effectiveness, and develop and oversee the implementation of plans to improve agency services to immigrant workers.

Cultural Interpretation Specialists provide and coordinate language services, primarily interpretation and translation, to allow Limited English Proficiency individuals statewide meaningful access to agency services, programs, and activities.

Distinguishing Characteristics

All positions are in the non-competitive jurisdictional class.

Immigrant Community Specialist 1: full performance level; assists immigrant community groups in providing information and referral services to immigrants; performs outreach activities to ensure access to social services; responds to inquiry in various forms to address immigrant community needs.

Immigrant Community Specialist 2: advanced performance/first supervisory level; independently performs a wide range of activities to provide information and referral

services to immigrants; supervises and coordinates outreach activities to immigrant communities; may supervise lower-level staff.

Immigrant Community Specialist 3: single-position class; directs and administers the immigrant services program; monitors services to ensure conformance with standards; develops and implements new initiatives.

Illustrative Tasks

Immigrant Community Specialist 1

Provides information and referral on immigration issues including U.S. citizenship and temporary assistance programs and services.

Targets outreach to new immigrant populations; and assists in coordinating workshops throughout the State to promote and encourage U.S. citizenship.

Develops constructive relationships with various immigrant communities; and maintains current knowledge of community concerns, events, and cultural issues.

Researches community needs and works with partner community organizations to address those needs.

Gathers information from immigrant community organizations and translates information for distribution to such groups.

Assists in providing ombudsman services for resolution of problems and issues for immigrants; follows up with appropriate State, federal, and local agencies; and assists in publication of advisory and informational materials.

Responds to constituent calls and letters regarding immigration matters and other concerns.

Provides referrals to citizenship contract providers for legal immigration assistance; and directs legal assistance to immigrants to assist with their transition to life in the United States.

Researches and prepares written materials to improve outreach and services provided to immigrants.

Immigrant Community Specialist 2

May perform all of the same duties as an Immigrant Community Specialist 1.

Plans community workshops on immigration issues and other programs and services offered by New York State such as housing, healthcare, and consumer protection.

Identifies needs expressed by the community and plans workshops to address those needs.

Promotes participation in U.S. citizenship programs.

Provides outreach and ombudsman services to identify and resolve problems; and follows up with appropriate federal, State, and local agencies and private providers of services.

Prepares and translates media advisories for various immigrant groups.

Keeps informed of events and issues affecting immigrant communities and represent the agency at community events and meetings.

Develops cooperative and constructive working relationship with government, non-profit and private agencies concerned with immigrant issues and needs.

Prepares various reports on community concerns to inform and improve services provided.

May supervise professional and support staff.

Immigrant Community Specialist 3

Provides overall control and direction of the Office of New Americans.

Monitors the quantity and quality of services provided and ensures conformance to standards.

Identifies policy issues arising out of the application of various laws and rules, comments on new policy or policy modifications, and coordinates with the Counsel's Office to provide recommendations.

Prepares periodic reports of unit activities for executive review.

Ensures that procedures for providing services to target recipients are monitored and adjusted for efficiency.

Coordinates the implementation of services to immigrants and other new Americans with other government, non-profit, and private agencies.

Ensures the dissemination of information on the social and economic assistance available to new Americans and their families.

Coordinates foster care services for unaccompanied minors.

Directs legal assistance to immigrants to assist with their transition to life in the United States.

Oversees the State's Citizenship Initiative and the New York Immigration Hotline.

Responds to requests for information from new Americans, service providers, public officials, and the general public.

Establishes appropriate procedures to ensure that accurate and timely information is available to the public.

Supervises and provides direction to lower-level staff.

Minimum Qualifications

Immigrant Community Specialist 1

Non-Competitive: Six years of experience in providing assistance to or helping constituents, clients or citizens understand and participate in public and private programs, one year of which must have been in human services and/or the attainment of United States citizenship. Fluency in speaking, reading, writing and oral comprehension of an appropriate language is required. Candidates must be able to communicate at a native level of fluency and demonstrate an awareness of and sensitivity to cultural issues and nuances.

Substitution: a bachelor's degree may substitute for four years of the required experience. A master's degree may substitute for five years of the required experience.

Immigrant Community Specialist 2

Non-Competitive: Seven years of experience in providing assistance to or helping constituents, clients or citizens understand and participate in public and private programs, two years of which must have been in human services or the attainment of United States citizenship. Fluency in speaking, reading, writing and oral comprehension of an appropriate language is required. Candidates must be able to communicate at a native level of fluency and demonstrate an awareness of and sensitivity to cultural issues and nuances.

Substitution: a bachelor's degree may substitute for four years of the required experience. A master's degree may substitute for five years of the required experience.

Immigrant Community Specialist 3

Non-Competitive: Eight years of experience in providing assistance to or helping constituents, clients or citizens understand and participate in public and private programs, three years of which must have been in human services or the attainment of United States citizenship. Two of the eight years of experience must have been at a supervisory level.

Substitution: a bachelor's degree may substitute for four years of the required experience. A master's degree may substitute for five years of the required 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.

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