

City of New York
DEPT. OF HOMELESS SERVICES
Job Vacancy Notice

Civil Service Title: Administrative Community Relations Specialist	Level: M1
Title Code No: 10022	Salary: \$53,051.00/\$57,210.00 \$145,991.00 Frequency: ANNUAL
Office Title: HOME-STAT Senior Program Analyst	Work location: To be Determined
Division/Work Unit: Adults/Street Homelessness Solutions	Number of Positions: 3
Hours/Shift: Monday – Friday, 9am – 5pm	Agency Tracking #: 3003 POSITION#: TBD

Job Description

The NYC Department of Homeless Services seeks 3 Administrative Community Relations Specialists M1 to serve as Senior Program Analysts for the Homeless Outreach & Mobile Engagement Street Action Teams (HOME-STAT). The City has created HOME-STAT to better and more quickly respond to the street homelessness problem. This initiative partners existing homeless response and prevention programs with a series of new initiatives that have been designed to better identify, engage, and transition homeless New Yorkers to appropriate services and, ultimately, permanent housing. A critical component this multi-faceted program is street observation and data-gathering.

Reporting to the HOME-STAT Director and the Mayor’s Office of Operations, the HOME-STAT Senior Program Analyst will provide on-going analysis of HOME-STAT activities. The Senior Program Analysts will support the operation of several workstreams. One main workstream will be driving the creation of dashboards based on the activities of the canvassers. There are mostly routine daily and monthly dashboards, but there were also be select ad hoc data analysis. The Senior Program Analysts will also drive the case conferencing/case management policies to develop case management systems across multiple interagency stakeholders. Senior Program Analysts will also help develop and coordinate the nighttime quarterly counts. The Senior Program Analysts will also support the Field Canvassers who will perform daily field work from Canal Street to 145th Street in Manhattan and specially selected areas in other boroughs to record data on the homeless street population for integration with other up-to-date data sources to provide a current matrix of street homelessness.

Responsibilities of the HOME-STAT Senior Program Analyst will include, but are not limited to:

- Provide analytical assistance and supervision to the HOME-STAT team, including quantitative and qualitative data analysis, the evaluation of best practices, and the identification and assessment of operational improvement opportunities at different agencies.
- May manage 1-3 junior analysts on several workstreams.
- Assist in development of dashboards, quarterly count methodology, or case conferencing structure dependent on skill set and interests.
- Provide project management assistance, including developing and maintaining project plans and other documents, managing and coordinating project elements, reviewing agency and interagency work products, and ensuring efficient progress on implementation.
- Will be responsible for managing several discrete projects to completion, several with interagency interaction.
- Provide analytical assistance with mapping, quality assurance, data management, report writing and drafting, and other performance management and project management needs required by HOME-STAT.

Qualification Requirements

1. A baccalaureate degree from an accredited college or university, accredited by regional, national, professional or specialized agencies recognized as accrediting bodies by the U. S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA) and four years of satisfactory, full-time community liaison, community organization or community relations experience, at least two years of which must have been in a broad administrative or policy-making capacity with responsibility for planning, organizing, coordinating, developing, evaluating and/or administering a large community service program or activity; or
2. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized

accrediting organization and eight years of satisfactory, full-time experience as described in "1" above, at least two years of which must have been in a broad administrative or policy-making capacity with responsibilities as described in "1" above; or

3. Education and/or experience equivalent to "1" or "2" above. Undergraduate education above the high school level may be substituted for the community liaison, community organization or community relations experience, but not for the two years of broad administrative or policy-making experience described in "1" above, at the rate of 30 semester credits from an accredited college or university (as described above) for each year of experience, up to a maximum of 4 years. Graduate education beyond the baccalaureate degree may be substituted for the community liaison, community organization or community relations experience, but not for the two years of broad administrative or policy-making experience described in "1" above, on the basis of 30 graduate credits from an accredited college or university (as described above) for each year of experience, up to a maximum of 2 years. However, all candidates must possess a four-year high school diploma or its educational

equivalent approved by a State's Department of Education or a recognized accrediting organization and two years of full-time experience in a broad administrative or policy-making capacity with responsibilities as described in "1" above.

Preferred Skills

- Preference will be given to candidates with Master's Degree;
- Committed to rapid execution;
- Strategic and flexible;
- Experience working for City government and/or homelessness related organizations and entities;
- Experience delivering new business solutions or designs to meet the needs of multiple stakeholders;
- Ability to communicate in a clear and concise manner, both verbally and in writing;
- Has data-driven approach to decision making;
- Knowledge of profiling data sources/systems and system design
- Understands how to synthesize data and information to improve organizational processes and performance;
- Highly professional demeanor;
- Experience with multi-agency initiatives;
- GIS, SQL, SPSS or other analytical tools;
- Knowledge of Microsoft Office Suite

Residency Requirement

New York City residency is generally required within 90 days of appointment. However, City Employees in certain titles who have worked for the City for 2 continuous years may also be eligible to reside in Nassau, Suffolk, Putnam, Westchester, Rockland, or Orange County. To determine if the residency requirement applies to you, please discuss with the agency representative at the time of interview.

To Apply:

For City Employees, please go to Employee Self Service (ESS), click on Recruiting Activities/Careers.

For all other applicants, please go to the [NYC Careers website](#).

Most public libraries have computers available for use.

No phone calls, faxes, emails and personal inquiries permitted.

Post Date: 2/8/2016

Post Until: 2/23/2016

JVN: 071-16-230940

The City of New York is an Equal Opportunity Employer.