

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

<b>Civil Service Title:</b> Administrative Community Relations Specialist	<b>Level:</b> M4
<b>Title Code No:</b> 10022	<b>Salary:</b> \$73,144.00/\$78,879.00-188,733.00 <b>Frequency:</b> ANNUAL
<b>Office Title:</b> Director of HOME-STAT	<b>Work location:</b> To be Determined
<b>Division/Work Unit:</b> Adults/Street Homelessness Solutions	<b>Number of Positions:</b> 1
<b>Hours/Shift:</b> Monday – Friday, 9am-5pm	<b>Agency Tracking #:</b> 3026 <b>POSITION:#</b> 3970

**Job Description**

\*\*\*REPOST\*\*

The NYC Department of Homeless Services seeks an Administrative Community Relations Specialist M4 to serve as a Director of HomeStat 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. Reporting to the Mayor’s Office of Operations, the responsibilities of the Director of HOME-STAT are:

- Manage all aspects of HOME-STAT operations
- Guide and support the hiring of canvassing and analysis personnel, including development of job descriptions, support of recruitment efforts, onboarding of new personnel, development of performance expectations, and new staff orientation
- Manage and support the training of all canvassing personnel, ensuring that staff at all levels within the program have the necessary expertise in procedures, program rules and guidelines, and technology
- Provide regular reports on performance both to DHS leadership and to external parties, including the Mayor’s Office, the City Council, and other city agencies with a significant interest in the initiative
- Contribute to the development of standard operating procedures and service level objectives for all canvassing staff and analysis staff, ensuring that individual staff performance objectives tie back to what is laid out in these documents
- Directly manage a team of 5 Supervisors and a team of 40+ canvassers around the city; and partially manage and provide oversight and coordination for additional team of 9 analysts
- Work with program leadership to scale operations based on demand, ensuring adequate staffing and targeted locations to meet the needs of applicants
- Monitor performance of Canvassers, Analysts and Supervisors. Identify training and/or performance management issues to be addressed in coordination with partner agencies
- Ensure that strong safeguards are in place to prevent disclosure of confidential data to unauthorized parties

**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;
- At least 5 years managing large scale customer service or field operations;
- Client focused with a strong knowledge of vulnerable populations and community based organizations;
- Committed to rapid execution;
- Strategic and flexible;
- Experience working for City government and/or homelessness related organizations and entities;
- Ability to communicate in a clear and concise manner, both verbally and in writing;
- Has data-driven approach to decision making;
- Highly professional demeanor;
- Experience with multi-agency initiatives;

### **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 NYC Careers by using the following link <https://a127-jobs.nyc.gov/>.

Most public libraries have computers available for use.

No phone calls, faxes, e-mails and personal inquiries permitted.

**Post Date:** 3/16/2016

**Post Until:** Until Filled

**JVN:** 071-2016-235694

**The City of New York is an Equal Opportunity Employer.**