

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

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| Civil Service Title: Administrative Director of Social Services | Level: M3 |
| Title Code No: 10056 | Salary: \$65,107.00/\$70,213.00 -\$173,663.00 Frequency: ANNUAL |
| Office Title: Director of Ombudsman | Work location: 33 Beaver Street MANHATTAN, NY 10004 |
| Division/Work Unit: Prevention/Ombudsman Unit | Number of Positions: 1 |
| Hours/Shift: Mon.-Fri. 9:00am-5:00pm | Agency Tracking #: 2872 POSITION:# ESG4002 |

Job Description

The New York City Department of Homeless Services (DHS) Office of the Ombudsman (Office) is the Agency's independent and impartial unit designed to assist DHS clients and the public in accessing a wide array of information and services, and is charged with resolving clients' issues and concerns through alternative dispute resolution methods including mediation services.

The Office provides effective conflict resolution, works to ensure fair and equal access to DHS/City and community-based services and resources, and provides comprehensive data tracking and reporting to management. The staff actively engages clients in meaningful ways and empowers them to participate in decision-making processes that impact their lives.

The Ombudsman is a lead participant in the establishment and implementation of the agency's client services approach and functions as an inter-system and inter-divisional liaison to address clients' and constituents' concerns or complaints and inform both on agency policies, procedures, practices, and protocols. The Ombudsman investigates complaints, reviews documents, and drafts reports on matters related to client services, where appropriate.

The NYC Department of Homeless Services (DHS) seeks an Administrative Director of Social Services M3 to serve as Director of the Ombudsman unit under the executive direction of the Assistant Commissioner of the Division of Preventive Services. Under the direction of the Assistant Commissioner, the Director will oversee the Ombudsman unit with wide latitude for the exercise of independent judgment, initiative, decision making and action, and will develop and implement new strategies to support keeping families and individuals stably housed and out of shelter.

Specific Duties and Responsibilities:

Develop and successfully implement client training and empowerment initiatives and informational sessions; facilitate the review of departmental policies and procedures impacting homeless New Yorkers and agency clients; facilitate communication between clients and agency leadership and staff; ensure inter-divisional communication; participate in key decisions related to client services matters.

Attend meetings at agency and provider managed facilities; assess client complaints, concerns and issues in order to develop and execute investigations into such matters and craft innovative and appropriate resolutions.

Collaborate with executive and senior leadership on short-term and long-term special projects, including studies pertaining to services delivery; facilitate and mediate client-based issues and concerns related to agency programs, services, and operations in an effort to resolve such issues; track, analyze, and report on trends in agency operations and program services; recommend changes in policies, practices, including service delivery systems where appropriate or necessary to ensure that the agency is providing values-based, client-centered social and homeless services.

Ensure that the Commissioner and First Deputy Commissioner are briefed on client services matters; review, screen and summarize such matters coming to the Commissioner and First Deputy for determination; prepare non-routine correspondence and memoranda on both technical and administrative matters related to the operation of the unit; prepare or assists in the preparation of reports to governmental agencies involved in advocacy and other services to the homeless community.

Qualification Requirements

1. A baccalaureate degree from an accredited college or university and four (4) years of progressively responsible experience, including one year at the administrative or managerial level in a large governmental agency, business firm, civic or community organization operating

in the area of social services; or

2. Education and/or experience equivalent to "1" above. However, all candidates must have a baccalaureate degree from an accredited college and the one (1) year of experience at the administrative or management level as described in "1" above.

Preferred Skills

The preferred candidate should have a proven track record in managing large scale projects related to housing stability, homelessness, human services or public policy.

- Knowledge of agency operations, programs, services, and processes;
- Exceptional analytic ability and capacity to understand complex organizational, social, political, and interpersonal issues;
- Excellent interpersonal skills and ability to effectively communicate with all levels of staff, including executives, and governmental officials;
- Ability to effectively and efficiently open, investigate, and address client complaints;
- Ability to quickly learn and understand how programs and services, and new or proposed initiatives will impact clients;
- Experience in and ability to manage professional and administrative staff;
- Ability to work under multiple and time-sensitive deadlines;
- Ability to work as part of a team and independently to achieve needed results;
- Significant experience in working on social services matters;
- Knowledge of legal and social work principles that support due process, confidentiality, mediation, conflict resolution, interpersonal dynamics; and
- Ability to provide sound advice and counsel to leadership and all levels of staff.

Candidates should have familiarity with diverse communities, and direct community based, borough based or client based experience is preferred. Direct experience with homeless families and individuals involved in the homeless system is also preferred.

Excellent communications skills (both oral and written); research skills; demonstrated ability to manage multiple, time-sensitive responsibilities effectively and independently in fast paced environment; experience with Gantt charts, action plans, spreadsheets and presentation software programs; ability to build and ability to build coalitions and partnerships both internally and externally. Reliability, resourcefulness and attention to detail and excellent organizational skill are must.

Candidate must be a strong team player with a track record of building on other leadership's strengths and challenges.

Residency Requirement

NYC Residency is not required.

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: 9/17/2015

Post Until: 10/1/2015

JVN: 071-2016-214673

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