

**CITY OF NEW YORK
DEPARTMENT OF CORRECTION
Job Vacancy Notice**

Civil Service Title: Correctional Standards Review Specialist	Level: II
Title Code No: 52615	Salary: \$55,403 - \$79,102 Frequency: ANNUAL
Business Title: Grievance Coordinator	Work location: 10-10 Hazen Street, (Rikers Island) East Elmhurst, NY 11370
Division/Work Unit: Adult Programming & Community Partnership	Number of Positions: 5
Job ID: 243325	Hours/Shift: Day/Evening

Job Description

The New York City Department of Corrections (DOC) provides for the care, custody, and control of persons accused of crimes or convicted and sentenced to one-year or less of jail time. The DOC manages 12 inmate facilities, nine of which are located on Rikers Island. In addition, the department operates two hospital prison wards (Bellevue and Elmhurst hospitals) and court holding facilities in Criminal, Supreme, and Family Court in each borough.

The New York City Department of Correction has a unique career opportunity for a candidate to serve as a Grievance Coordinator. Under general supervision, the candidate recruited will be responsible for coordinating the functions of the Grievance Resolution Committee; provide information to administrative staff; ensure that the Inmate Grievance Resolution Program operates within the confines of departmental directives, policies and procedures; provide direct supervision to grievance staff in the assigned jail facility; handle inmate grievance complaints; assist with inmate grievance investigations and resolutions; monitor and assess the degree of compliance by the DOC at the institutional level with minimum standards, consent decrees, court orders, legal mandates, departmental policies, procedures and regulations; recommend and propose solutions to improve institutional operations as they impact compliance with consent decrees and other legal mandates and institutional living and working conditions; serve as an intermediary, as needed and when appropriate, between prisoners and institutional staff to resolve prisoner complaints and grievances; prepare written reports on all evaluations and analyses; assists in processing, evaluating and preparing responses to appeals from prisoners arising from the minimum standards; and perform related duties.

Qualification Requirements

1. A baccalaureate degree from an accredited college and two years of full-time paid experience in correction, social work, psychology, law, public administration or related field providing direct services to an inmate or detention population within a correctional or related facility; or
2. A high school diploma or evidence of having passed a high school equivalency examination and four years of full-time paid experience as described above; or
3. Education and/or experience equivalent to "1" or "2" above. Service as an inmate in a correctional or related facility may be substituted for a portion of the required experience up to a maximum of two years on a year for year basis. A graduate degree from an accredited college or university with a major in social work, psychology, law, criminal justice or public administration which includes a field placement performing duties as described above may be substituted for up to one year of full-time paid experience as described above. However, all candidates must have at least one year of full-time paid experience as described in "1" above.

Preferred Skills

- Experience working directly with juveniles or developmentally disabled adults or adolescents in a group, community, educational, or institutional setting is preferred;
- Ability to establish and maintain effective working relationships with all levels of correctional staff;
- Ability to exercise independent judgment, prepare written reports and documents;
- Prior professional experience handling and resolving complaints is a plus;
- Excellent writing, communication, inter-personal, analytical, research, problem-solving, and organizational skills.

Residency Requirements

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: Go to Employee Self-Service (ESS) - www.nyc.gov/ess and search for Job ID# **243325**

For all other applicants: Go to <https://a127-jobs.nyc.gov> and search for Job ID# **243325**

Submission of a resume is not a guarantee that you will receive an interview.

Only those candidates under consideration will be contacted.

Post Date: 06/15/16

Post Until Filled: 7/1/16