

Homeless Services Representative 1 (NY HELPS)

Announcement Posted:

12/31/2025

Responses must be hand delivered or postmarked by:

1/10/2026

Salary Range:

\$66,951 to \$85,138

Location:

Division of Shelter Oversight and Compliance
40 North Pearl Street
Albany, NY 12243

Grade:

18

of Positions:

1

Candidates Must Meet the Following Qualifications:

NY HELPS: This title is part of the New York Hiring for Emergency Limited Placement Statewide program (NY HELPS). For the duration of the NY HELPS Program, candidates may be hired via a non-competitive appointment if they meet the below NY HELPS minimum qualifications.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

NON-COMPETITIVE QUALIFICATIONS:

Six years of experience managing, supervising, monitoring, or inspecting facilities, including homeless shelters, child care, foster care, adult residential care, or child and adult protective care settings to ensure compliance with applicable regulations; or in the development and administration of homeless programs or residential facility activities for low-income families or individuals.

An associate degree may substitute for two years of experience; a bachelor's degree may substitute for four years of experience; a master's degree may substitute for five years of experience; and a doctorate may substitute for six years of experience.

COMPETITIVE QUALIFICATIONS:

Eligible for a lateral transfer or eligible for transfer under Section 70.1 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. Information regarding

transfer eligibility is available on the Civil Service Career Mobility Office website at <https://careermobilityoffice.cs.ny.gov/cmo/gotit/>.

OR

Reachable on the appropriate eligible list in Albany.

Duties of Position:

Perform inspections of shelters and other district activities related to the provision of service for individuals that are homeless; assess the physical plant of shelters including health, sanitation and safety standards; review programmatic requirements including, but not limited to, resident rights and services, admission/discharge policies, staffing, food service, child care, recreation, and record management;

- Review inspection reports and conduct follow-up inspections, when required by regulations;
- Prepare written reports and findings regarding all inspections;
- Investigate complaints and conduct follow-up inspections, where warranted;
- Review Serious Incident Reports and conduct follow-up where warranted;
- Provide technical assistance to shelter operators;
- Examine and approve shelter operational plans;
- Review and approve applications and reapplications for shelter certification.

Conditions of Employment:

A full-time, permanent appointment will be made. Statewide travel is required. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title. Candidates must be legally authorized to work in the United States.

Your resume must indicate how you meet the minimum qualifications for this position. Non-specific submissions may be disqualified from further consideration if the information you provide does not meet the minimum qualifications.

Telecommuting up to 50% may be available in accordance with The Office of Temporary and Disability Assistance policy and can be discussed during the interview.

Remarks:

- **Candidates should reference posting 25-213 when submitting your application.**
- **If submitting electronically, please reference posting 25-213 as part of your subject line.**
- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**

NYS OTDA seeks to promote a diverse workforce that is a representation of the various cultures, voices, backgrounds, ideas, and talents of the citizens and communities that we serve. In alignment with New York State's Executive Orders 187 and 31, OTDA is committed to advancing diversity, equity, inclusion, and accessibility by fostering an inclusive workplace.