

**Temporary Assistance Specialist 1 (NY HELPS); OR
Temporary Assistance Specialist Trainee 1; OR
Temporary Assistance Specialist Trainee 2**

Announcement Posted:

6/24/2025

Responses must be hand delivered or postmarked by:

7/4/2025

Salary Range:

\$66,951 to \$85,138 (Temporary Assistance Specialist 1); **OR**
\$53,764 (Temporary Assistance Specialist Trainee 1); **OR**
\$59,994 (Temporary Assistance Specialist Trainee 2)

Location:

Employment and Income Support Programs
317 Lenox Avenue
New York, NY 10027

Plus \$4,000 Location Pay

Grade:

18/NS

of Positions:

2

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:

For Trainee 1 Level, you must have a bachelor's or higher degree.

For Trainee 2 Level, you must have a bachelor's or higher degree; AND one year of professional

experience performing one or more of the following:

- Administering temporary assistance programs* and initiatives to assess applicant/recipient needs, determine eligibility and/or provide services or benefits to low-income individuals or families. Such initiatives may include, but are not limited to, the development of systems applications for determining eligibility and benefit levels for temporary assistance programs;
- Planning, implementing, assessing, monitoring and/or evaluating programs to deliver effective temporary assistance and/or workforce development/training programs to unemployed, underemployed, low income or disabled individuals;
- Managing contracts and related budgets for workforce development/training and/or temporary assistance programs, including contract development, negotiation and execution, and fiscal management, monitoring or program review; and
- Planning, developing, managing, or administering programs that provide care and service to adults, children, and/or families in need of assistance, including childcare, foster care, medical assistance and adult residential care, aid to the refugee and/or immigrant population, or child and adult protective care.

Substitution: A Juris Doctor, master's or higher degree in a related field can substitute for one year of specialized experience.

For the Full Performance Level, you must have a bachelor's or higher degree; AND two years of professional experience performing one or more of the following:

- Administering temporary assistance programs* and initiatives to assess applicant/recipient needs, determine eligibility and/or provide services or benefits to low-income individuals or families. Such initiatives may include, but are not limited to, the development of systems applications for determining eligibility and benefit levels for temporary assistance programs;
- Planning, implementing, assessing, monitoring and/or evaluating programs to deliver effective temporary assistance and/or workforce development/training programs to unemployed, underemployed, low income or disabled individuals;
- Managing contracts and related budgets for workforce development/training and/or temporary assistance programs, including contract development, negotiation and execution, and fiscal management, monitoring or program review; and
- Planning, developing, managing, or administering programs that provide care and service to adults, children, and/or families in need of assistance, including childcare, foster care, medical assistance and adult residential care, aid to the refugee and/or immigrant population, or child and adult protective care.

Substitution: A Juris Doctor, master's or higher degree in a related field can substitute for one year of specialized experience.

*Temporary Assistance Programs are: Family Assistance (FA), Jobs Program, Safety Net Assistance, Supplemental Security Income (SSI), SSI State Supplement Program, Emergency Assistance to Families or Adults (EAF,EAA), Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps), Employment Services for Recipients of Public Assistance or SNAP, Energy Assistance, Low Income Housing Water Assistance Program (LIHWAP), Emergency Rental Assistance Program/Landlord Rental Assistance Program (ERAP/LRAP, Pandemic Electronic Benefit

Transfer Benefits (P-EBT), Summer Electronic Benefit Transfer Benefits (Summer EBT), and Medicaid.

OR

55 B/C: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, candidate must be currently enrolled in the Civil Service 55b/c program and must meet the minimum qualifications listed above. Information about the 55b/c program can be found here: [55b/c Recruitment Resources Center \(ny.gov\)](https://www.ny.gov/55b/c-recruitment-resources-center).

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 New York City.

Duties of Position:

These Temporary Assistance Specialist 1, G-18 positions are located in the Downstate Systems/Metro Bureau in Harlem. This is part of OTDA's Division of Employment and Income Support Programs.

Duties of this position will include, but not be limited to the following:

- Execute updates to the various NYC Welfare Management System (WMS) manuals: Workers Guide to Codes, Supplemental Nutrition Assistance Program (SNAP) Guide to Codes, Public Assistance (PA) Budgeting Manual, Supplemental Nutrition Assistance Program SNAP Budgeting Manuals, and Authorization of Grants;
- Update NYC System Reference Manuals;
- General testing of various systems changes to WMS subsystems such as Eligibility, Undercare, Benefit Issuance, Client Notices, External Budgeting and/or Mass Re-budgeting;
- Write systems specifications and test plans;
- Work with staff in the testing and de-bugging software changes;
- Work with Information Technology Services (ITS) to implement changes to WMS;
- Provide technical support to Human Resources Administration (HRA) on WMS software issues; Respond to Freedom of Information Law (FOIL) requests;
- Respond to client complaints forwarded to our office;
- Assist in conducting Supplemental Nutritional Allowance (SNAP) Management Evaluation (ME) reviews;

- Assist in conducting Temporary Assistance for Needy Families (TANF) Reviews; Write detailed computer problem logs for problems identified in testing software;
- Provide day-to-day technical assistance as an Employment Services Advisor/Liaison to the New York City Department of Social Services/Human Resources Administration (NYC DSS/HRA). This includes responding to policy questions from NYC DSS/HRA staff and providing guidance on operational issues including; but not limited to, local procedures governing employment disability determinations, client assessments and employability plans, development and use of work activities and data reporting;
- Provide ongoing employment policy support for Temporary Assistance (TA), Supplemental Nutrition Assistance Program (SNAP) and Workforce Innovation and Opportunity Act (WIOA) programs by reviewing, analyzing and interpreting federal and State regulations;
- Assist in developing recommendations regarding OTDA positions on external proposals and recommendations for agency policy guidance; and
- Perform remote and on-site monitoring of NYC based contractors and NYC DSS/HRA to ensure services are being delivered as expected and are consistent with agency priorities and program/policy guidelines. Prepare reports, identify deficiencies and work with districts on corrective actions, including training, as necessary.

Conditions of Employment:

Full-time permanent or contingent-permanent appointments will be made. These positions may require up to 30% travel. 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 these positions. 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 25-115 when submitting your application.**
- **If submitting electronically, please reference posting 25-115 as part of your subject line.**
- **If you are interested in applying to these positions, 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. We actively solicit and encourage applications from Black, Indigenous, and People of Color ("BIPOC"); LGBTQIA+ individuals; women; people with disabilities; and military veterans.