

## HUMAN RIGHTS INVESTIGATOR (SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for performing independent and confidential investigations, case management, mediation and conciliation for claims regarding human rights violations in areas such as race, color, religion, creed, age, national origin, citizenship, fair housing, gender, marital status, sexual orientation, disability in employment, lending, education, and public accommodations. Work includes conducting client intake, counseling complainants, ascertaining jurisdiction in which discriminatory practice occurred, conducting investigations, and fact-finding. An incumbent works with the involved parties in reaching a resolution and encourages parties to enter into settlements using alternate dispute resolution techniques, as appropriate. The duties require proficiency in both Spanish and English, providing interpretive services. Supervision is not a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Communicates orally and in writing in both the English and Spanish language;

Conducts intake sessions with individuals wishing to file a claim with the Commission, gathering pertinent information to determine if the Commission has jurisdiction and if the claim is viable;

Maintains a caseload of alleged complaints, collecting information, counseling complainants, and recommending decisions;

Conducts investigations, interviewing and questioning involved parties and conducting fact-finding, field investigations and inspections to gather and verify all pertinent information regarding the claim;

Analyzes and evaluates information in terms of human rights rules, regulations and operating procedures;

Researches relevant case law and develops investigative plans;

Investigates and analyzes respondents' records, procedures, policies, practices, and facilities;

Prepares reports with recommendations based on investigative findings and appropriate legal theories;

Advises complainants of agency procedures, options, obligations, and possible results of filing complaints;

Notifies respondents of complaint and explains agency settlement and investigation procedures;

Drafts and files clear, concise and legally sufficient affidavits of complaint and other necessary documents following acceptable EEOC or HUD format;

Proposes changes in respondents' policies and practices to deter future problems;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Assists in the preparation and presentation of cases before administrative law judges and other legal proceedings;

Monitors compliance with terms of settlement agreements and administrative and court orders;

Develops and negotiates settlements during the process of investigation, using alternate dispute resolution techniques, if both parties agree to a conciliation, and drafts settlement agreements;

Provides information to the public concerning discrimination laws and regulations;

Attends meetings and conferences as assigned;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of investigative practices, methods and techniques; knowledge of the goals and objectives of the Human Rights Commission; knowledge of civil rights laws and regulations; knowledge of human rights issues; skill in the development and negotiation of remedies; skill in interviewing; ability to interpret and apply relevant State and Federal laws, statutes and regulations; ability to gather and analyze data and recommend decisions; ability to plan and carry out an investigation; ability to research and evaluate information on an objective basis; ability to plan and present ideas clearly and effectively; ability to establish and maintain effective working relationships; ability to meet and deal with a wide variety of people effectively and to secure their cooperation; ability to read, speak and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to communicate effectively in English and Spanish, both orally and, in writing; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; initiative; tact; good judgment; discretion; thoroughness; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and one year of experience in interpreting and applying civil rights laws and regulations, performing investigative work in the human rights field, or mediating disputes and negotiating agreements in the human rights field.

SUBSTITUTION: A Juris Doctorate Degree\* may be substituted for the required experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possess and maintain a valid license to operate a motor vehicle in New York State.