PROGRAM SPECIALIST (OFFICE FOR WOMEN – SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Director of the Office for Women, an incumbent of this position is responsible for participation in program planning and implementation, providing staff support to boards and special programs, and program administration, as assigned by the Director. Responsibilities will include acting as a liaison to the Spanish-Speaking community, working with clients in areas such as the Family Court Legal Program, child care, child support, housing, etc., to provide training and education about the programs and services available. The incumbent may also represent the Director on an as-needed and assigned basis with community agencies. Supervision may be exercised over a small number of professional support staff. The duties require proficiency in both Spanish and English, providing interpretive and information services. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

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

Provides information and referral to women and agencies dealing with issues related to women and their families, e.g.: discrimination, education, family and domestic violence, child support, housing, child care, employment, training, health services, community support services, etc.;

Researches, compiles and disseminates data articles and informational material related to women's issues; assesses needs and available services to address those needs; and prepares reports to enhance program development;

Works with Director on program planning and implementation of services;

Assists in monitoring and evaluating programs to ensure services are provided effectively and efficiently, and makes recommendations for improvement;

Represents the Director on an assigned basis in the Spanish-speaking community with groups and agencies;

Under the direction of the Director, researches and writes reports and prepares statistical analyses related to issues concerning women and their families;

Under the direction of the Director, manages and offers support staff back-up to boards and special programs such as the Domestic Violence Council, Women's Advisory Board, Coalition of Family Violence agencies, etc.;

Maintains records relating to programs and activities;

Provides program and service assistance to community agencies in an effort to coordinate activities in meeting common goals and objectives;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the techniques used in providing information and referral services; knowledge of the practices and techniques used in community education and public relations; familiarity with community agencies, facilities and services available to women and families; ability to communicate effectively both orally and in writing; ability to research, organize and write reports; ability to work well with people, public officials and agencies; ability to relate well with women, particularly minorities and those in need of support services; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to communicate effectively in English, both orally and in writing; initiative; resourcefulness; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either (a) six years of experience in the field of Human Services, two of which must have been in teaching, social work, legal or vocational counseling, or closely related field; or (b) a Bachelor's Degree* and two years of specialized experience as stated in (a); or (c) a satisfactory equivalent combination of training and experience.

SUBSTITUTION: A Master's Degree* in a field of Human Services, Pubic Administration, Counseling, or Vocational Guidance, may be substituted for one year of the above stated experience.

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