

LGBT COMMUNITY LIAISON

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class develops, plans, organizes, directs and implements public information, employee support, and community education and organization efforts with the Lesbian, Gay, Bisexual and Transgender communities. This includes planning, preparing and distributing information to stimulate interest on the part of the community in the services and programs provided by Westchester County and identifying existing and prospective needs for new or improved services or programs. Incumbents interact with community groups, volunteer organizations, government agencies, various councils and boards, private business, etc., to improve communication and identify community interests and concerns. Work also involves interaction with county employees, and administrative and managerial staff in county departments, to promote diversity and resolve problems and complaints. Extensive contact with county employees and community members requires sensitivity, sound judgment and a cognizance of the unique obstacles faced by people in the LGBT community. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Acts as the liaison to the LGBT Advisory Board, community interest groups, volunteer organizations, etc., to facilitate community outreach, provide information about county services and programs, and promote and enhance diversity in the county workforce;

Participates in meetings on a continuing basis, and interprets county policies to area councils and community interest groups, to identify and prioritize service needs, issues, topics and concerns;

Develops questionnaires and surveys to identify community interests, needs, perceptions, attitudes, and problem areas, and compiles and analyzes information to develop effective strategies and programs to ensure their needs are being met;

Proposes and assists in the development or revision of county services, policies, procedures, outreach programs, and educational and informational materials based on community needs and concerns;

Serves as a liaison with and nurtures relationships between the County and various organizations, interest groups, committees, etc., representing the LGBT community, to maintain a learning network designed to promote and identify the needs of the LGBT community;

Conducts formal investigations in response to county employees filing charges of discrimination or harassment, which may or may not be related to sexual orientation, and interviews involved parties to gather and verify all pertinent information regarding the claim;

Meets with and counsel's county employees and departmental representatives in order to resolve problems and complaints;

EXAMPLES OF WORK: (Illustrative Only)(Con't)

Refers members of the public alleging charges of discrimination or harassment based on sexual orientation or gender to the Human Rights Commission, assisting claimants in negotiating the process;

Prepares reports with supporting data, tables, graphs, demographics, etc., using computer applications, for use by the administration in planning services and programs;

Establishes priorities for involvement in community programs and activities within the framework of available budgetary and staff resources;

Schedules, prepares and conducts speaking engagements at organizations, community groups, schools, etc.;

Researches and identifies areas where local, state and federal issues or legislation may impact areas of concern as relates to the LGBT community and assists in formulating initiatives to address those issues;

Assists in the development of Equal Employment Opportunity and Affirmative Action policies, goals and objectives to attract, retain and promote a diverse workforce;

Evaluates public information materials to determine their effectiveness in promoting and describing county programs and services;

Provides information and referral services in response to inquiries from county employees, community interest groups, and individuals;

Uses computer applications and 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 problems facing the LGBT community; good knowledge of the principles and practices of public information and community education; good knowledge of the organization, functions, programs, services and policies of Westchester County government; good knowledge of the resources, support services and organizations serving the LGBT community; knowledge of the principles and practices related to non-discrimination and equal opportunity; skill in the use of computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to function effectively in a leadership role to influence public opinion and gain the cooperation and trust of others in meeting stated objectives; ability to interact effectively with the LGBT community; ability to gather and analyze a variety of data and information; ability to investigate and resolve complaints related to charges of discrimination; ability to research, organize and write reports; ability to develop activities and programs that enhance diversity; ability to communicate effectively, both orally and in writing; sound professional judgment; initiative; diplomacy; sensitivity; open-minded; courtesy; integrity; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and three years of experience in counseling and interviewing, social work, advocacy program development, communications, labor relations, affirmative action/equal employment, or public or community relations, one year of which must have been related to the needs of the LGBT community.

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* may be substituted for one year of the above stated general experience.

NOTE: Verifiable volunteer experience in one of the above stated areas which was related to the needs of the LGBT community may be substituted for the one year of specialized 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.