

PROGRAM ADMINISTRATOR (HUMAN RIGHTS COMMISSION)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the administration of confidential investigations, case management, mediation and conciliation for claims regarding human rights violations against classes protected under the County's Human Rights Law and Fair Housing Law. Furthermore, an incumbent will act as a lead investigator on more complex discrimination claims and oversee the case from inception to completion. An incumbent is also responsible for investigating patterns and practices of discrimination and assists with the construction of corrective action. Incumbents supervise investigative and support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Manages division-wide caseload, providing case management directives and develops investigative plans relating to the investigation of discrimination matters;

Develops and implements case management goals as they relate to open complaints of discrimination;

Develops and maintains a case management database and identifies trends in claims;

Assists in the development of policy and procedures to address trends and patterns in claims submitted;

Determines staff development and training needs and provides as needed;

Maintains a caseload of more complicated and complex 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 more complicated and complex complaints claims;

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

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 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 conciliation, and drafts settlement agreements;

Assists in the development and presentation of education and preventive programs relating to group relations and discrimination;

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:

Thorough knowledge of human rights issues, principles, practices and administration, good knowledge of Federal, State and local statutes, rules, regulations, policy and procedures that relate to Equal Employment Opportunity and Affirmative Action, good knowledge of civil rights laws and regulations; good knowledge of the goals and objectives of the Human Rights Commission; good knowledge of investigative practices, methods and techniques; skill in the development and negotiation of remedies; skill in interviewing; ability to supervise, plan, schedule and coordinate the work of others; 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 communicate effectively, both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; 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 four years of professional experience in counseling, social work, case work, community relations, law enforcement, human resources, or related field where the primary function of the position was: (a) conducting fact finding interviews; or (b) interpreting and applying civil rights laws and regulations; or (c) performing investigative work; or (d) mediating disputes and negotiating agreements.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Master's Degree* in Social Work, Counseling, Criminal Justice, Human Resources, Labor Relations, or related field, may be substituted for one year of general experience.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid New York State Driver's License.

*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.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.