

HUMAN RIGHTS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is interviewing and technical work involving a responsibility for assisting in the evaluation of complaints of discriminatory practices. The work involves public contact, dealing with sensitive and usually complex problems related to alleged violations of the New York State Human Rights Law. The work is performed under the direct supervision of a higher-level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews aggrieved complainants to gather pertinent information needed to determine the legal grounds regarding alleged discriminatory practices;
Schedules appointments when discrimination is demonstrated, and may refer complainants to other agencies if discrimination claim is unfounded;
Meets with complainants to complete the formal complaint, which must include very specific information describing the alleged discriminatory act;
Contacts respondents in routine cases to notify them of the complaint and arrange a confrontation conference and aggrieved party;
Identifies applicable Human Rights Laws by referencing the New York State Human Rights Law and contacting the New York State Division of Human Rights and/or Equal Employment Opportunity Commission, when necessary;
Completes a variety of mandated forms, including affidavits;
Maintains a chronological record of the complaint process and contacts the State Division if action is not taken on a timely basis;
Assists in coordinating educational and informational public meetings by collecting relevant materials, preparing agendas, recording and transcribing minutes and ordering any necessary supplies;
Prepares brief memos, letters and press releases;
Records all department expenditures and keeps a running balance;
May perform a variety of clerical tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of New York State Human Rights laws and regulations; working knowledge of interviewing techniques; working knowledge of current trends and developments in the area of human rights; ability to maintain cooperative working relations with others including the public; ability to prepare written material; ability to understand and interpret written and oral instructions; ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and either:

1. Three (3) years of experience directly engaged in interviewing or investigative work, or one (1) year of experience working in a Human Services related field (e.g., Human Rights, Affirmative Action, Social Services, Mental Health, etc.); or
2. An Associate's degree and one (1) year of experience directly engaged in interviewing or investigative work, or one (1) year of experience working in a Human Services related field (e.g., Human Rights, Affirmative Action, Social Services, Mental Health, etc.); or
3. A Bachelor's degree or higher may be deemed fully qualifying.

R.C.P.D. (08.16.2019) 05.30.2024

Competitive

01.27.2025 New York State Civil Service approved Non-competitive in the NY HELPS Program.