

HUMAN RIGHTS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS

This is a paraprofessional position involving the performance of intake services. The incumbent is responsible for interviewing individuals to assist in the evaluation of complaints of discriminatory practices. This position involves a great deal of public contact, dealing with sensitive and often complex problems related to alleged violations of New York State and Federal anti-discrimination laws. The incumbent may provide information and supportive services to the victims of discrimination in accordance with procedures set by the Human Rights Commission*. The incumbent consults with professional staff as necessary to identify applicable Human Rights Laws. Work is performed under the direct supervision of the Chairperson or Executive Director.

TYPICAL WORK ACTIVITIES:

1. Provides information and answers questions regarding discrimination and the various laws governing such in the areas of employment, housing, public accommodation and education;
2. Interviews complainants, in person or by phone, and completes a variety of intake forms to gather pertinent information needed to determine the legal grounds regarding alleged discriminatory practices;
3. Meets with complainants to elicit sensitive information regarding the alleged discriminatory act and reviews documentation pertaining to same;
4. Schedules appointments for Executive Director/Chairperson when discrimination is demonstrated and may refer complainants to other agencies if discrimination claim is unfounded;
5. 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;
6. Contacts respondents in routine cases to notify them of complaint and gather pertinent information related to the complaint;
7. Completes a variety of forms and affidavits;
8. Prepares a variety of written reports and correspondence including summaries of cases, referral letters, requests for information, etc.;
9. Assists in coordinating educational and informational public meetings by collecting relevant materials, preparing agendas, recording and transcribing minutes and ordering any necessary supplies;
10. Maintains office files and records;
11. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the New York State Human Rights laws and regulations, Fair Housing Act, Federal Civil Rights laws and regulations and the Americans with Disabilities Act; good knowledge of interviewing techniques; good knowledge of office practices necessary for interacting with staff and the public, processing work flow, and filing and retrieving information; good knowledge of State, Federal and local public, private and community agencies and resources; knowledge of software packages for word processing to produce memos and letters, and database management and spreadsheets to compile and produce lists; ability to communicate effectively both orally and in writing; ability to deal with persons from a variety of socioeconomic backgrounds; ability to maintain complex and confidential records; ability to keep abreast of current trends and developments in the area of human rights; ability to utilize mediation skill; tact; good judgment; physical condition commensurate with the demands of the position.

HUMAN RIGHTS ASSISTANT (Cont'd)

MINIMUM QUALIFICATIONS:

Graduation from high school and:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree plus two years of full time responsible work experience in the delivery of human rights, public, community, or human services which included extensive public contact involving the discussion of sensitive and confidential issues;
- OR: (B) Four years of full time responsible work experience in the delivery of human rights, public, community, or human services which included extensive public contact involving the discussion of sensitive and confidential issues;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

SPECIAL REQUIREMENT:

Must obtain Notary Public Certification by the completion of the probationary period.

*In the City of Beacon, the commission is referred to as the Human Relations Commission.

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ADOPTED: 01/01/96 03/25/03 12/19/07