



Social Justice Division
Labor Bureau – New York City
Support Services Liaisons
Reference No. LAB_NYC_SSL_6409

Application Deadline is November 28, 2025

The Office of the New York State Attorney General's (OAG) is seeking experienced case workers, or similarly qualified individuals, to serve as Support Services Liaisons (SSL) to work closely with staff in the [Labor Bureau](#) and the wider [Social Justice Division](#). The SSLs will provide services, referrals, and direct support to those affected by exploitive labor law practices such as wage theft, labor trafficking, harassment, and other unlawful or discriminatory practices that are related to the division's work. Direct support includes in-person meetings with affected individuals and their families to explain the legal process, attending legal/court proceedings, providing information about social/supportive services, and being available to answer questions. The SSLs will also initiate and participate in community outreach efforts and educational programs and trainings. These positions will be seated in New York City and report to the Chief and Deputy Chief of the Labor Bureau.

The Labor Bureau brings civil and criminal prosecutions for violations of minimum wage, overtime, prevailing wage, protections against discrimination and retaliation, protections against labor trafficking, and other critical labor and employment laws. Recent enforcement actions have targeted wage theft in a variety of industries, including ride share, home health care, retail, hospitality, nail salons, residential buildings, and laundry facilities as well as employer retaliation against immigrant workers for asserting legal rights. The Labor Bureau has also taken on emerging abuses like requiring workers to sign sweeping non-compete agreements and mischaracterizing workers as independent contractors. Other parts of the division bring cases related to civil rights violations, hate crimes and bias, and consumer fraud, among other issues, and the SSLs may support victims in these areas as well.

Duties:

- Serve as a resource for the Labor Bureau and Social Justice Division for all matters related to providing direct support to impacted constituents, including providing appropriate referrals for available supportive services.
 - Conduct outreach and establish connections and relationships with constituents through calls, emails, and meetings to assess needs.
 - Provide appropriate referrals to necessary social/supportive services.
 - Act as a liaison to connect constituents with OAG attorneys, facilitate meetings, explain legal matters, and attend legal/court proceedings to offer support.
- Develop resource guidance and policies to establish standard practices and procedures for engaging with impacted constituents.
- Serve as OAG's contact for advocacy and stakeholder group engagement including attending and representing OAG at internal and external meetings and other events.
- Participate in relevant trainings to gain knowledge that can be used to enhance available services. Create and execute training and educational opportunities on relevant subjects for both internal and external audiences.
- Support other projects and initiatives as needed.

Qualifications:

- Applicants must have a **bachelor's degree in a social service-related field and at least three to four (3-4) years of experience** in social work, counseling, or a related field with a focus on advocating for and connecting individuals and families with social/supportive services.
- Prior work experience at a government agency or non-profit is preferred.
- Experience in conducting needs assessments, program evaluation, recordkeeping techniques, and developing and fostering community collaborations.

- Ability to connect with diverse communities and communicate accessibly when writing, speaking, and presenting.
- Organized with effective problem-solving skills and the ability to work independently and as a member of a team.
- Strong interpersonal and advocacy skills, including the ability to establish and maintain effective relationships with constituents, community groups, and other government agencies.
- Sound judgement with the ability to handle confidential information with sensitivity and discretion.
- Comfortable using technology to complete work assignments, including proficiency with the Microsoft Office suite (Outlook, Word, Teams, Excel, PowerPoint) and a willingness to learn new software applications.
- Availability outside of normal business hours as well as for regular travel within New York City and New York state.

Preferred Skills/Experience:

- Fluency in Spanish and/or other language is highly desirable.
- Experience developing and delivering trainings and related educational materials.
- Familiarity with court system, legal terminology, and/or court procedures.

The annual salary for this position is \$65,055 + \$4,000 in location pay. As an employee of OAG, you will join a team of dedicated individuals who work to serve the people of our state through a wide variety of occupations. We offer a comprehensive New York state benefits package, including paid leave, health, dental, vision, and retirement benefits, and family-friendly policies. Additionally, OAG offers a robust Workplace Flexibilities Program with multiple options for employees, including telecommuting (up to two days per week) and alternative work schedules.

*Candidates from diverse backgrounds are encouraged to apply.
The OAG is an equal opportunity employer and is committed to workplace diversity.*

How to Apply

Applications must be submitted online. To apply, please click on the following link: [LAB NYC SSL 6409](#)

To ensure consideration, applications must be received by close of business on November 28, 2025.

Applicants must be prepared to submit a complete application consisting of the following:

- **Cover Letter**
 - You may address your letter to the Legal Recruitment Unit.
 - Indicate why you are interested in this position and what makes you a strong candidate. You may wish to include information about what life experiences you will bring to the position that will enhance OAG's ability to better serve the diverse population of this state.
- **Resume**
- **Writing Sample**
 - Your sample should demonstrate your ability to analyze and organize information into an effective document that is well-organized and error-free.
 - If needed, please include a cover page to provide the reviewer with any relevant context or background information.
- **Reference List**
 - Submit a list of three (3) professional references; supervisory references are preferred.
 - For each reference, indicate the nature and duration of your relationship.
 - Include contact information and email addresses for each reference.
 - Please note that your references will not be contacted until after you interview for the position.

If you have questions regarding a position with OAG, the application process, or need assistance with submitting your application, please contact Legal Recruitment via email at recruitment@ag.ny.gov or phone at 212-416-8080.

For more information about OAG, please visit our website: ag.ny.gov