



EMPLOYMENT AND TRAINING WORKER SUPERVISOR

DEFINITION

Under general direction, plans, organizes, and supervises work of a unit of employees engaged in the performance of employability evaluation and provision of other employment services to eligible applicants and clients of local social service agencies and who may be responsible for determining eligibility of applicants and recipients for public assistance program; may use an automated system for caseload monitoring activities; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned management personnel. Exercises supervision over subordinate professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the full-supervisory level classification in the Employment and Training Worker class series responsible for planning, organizing, supervising, reviewing, and evaluating the work of Employment and Training Worker staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff responsible for providing Employment and Training Worker staff responsible for assuring continuing public assistance benefit eligibility and coordinating the provision of support services for employment program participants.
- Assists in the development and implementation of procedures for employment and training and, depending on assignment, public assistance programs.
- Supervises the work of staff; selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with department standards; prepares and delivers performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns; works with department management and staff to build and maintain a high performing team environment.
- Meets with employees on a group and individual basis to discuss or interpret departmental rules, regulations, and policies, and to confer with staff on the difficult eligibility and employment and training issues.
- Reviews cases for accuracy, compliance, and timeliness, and to ensure the quality of client services.
- Collaborates with other supervisors, management, and staff in setting goals, establishing guidelines, and coordinating the activities of professional and technical staff.
- Collaborates with staff and representatives from other divisions, agencies, and the community.
- Represents the department at meetings and conferences.
- Participates in special studies or research projects as assigned.
- Interviews complainants and makes cause determinations for program participants who are not in compliance.
- Receives and prepares written correspondence, reports, and other documents related to unit activity and mandated federal and state reports.
- Attends supervisory meetings and training as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Advanced principles of employment services and other public social services.
- Principles and practices of leadership.
- Applicable laws, rules, and regulations governing employment preparation and training and multiple public assistance programs.
- Advanced theory and methodology in career planning, vocational guidance programs, and employment counseling, including practical and realistic methods for assisting program participants become gainfully employed.
- Hiring trends and practices of private and public sector employers in the local labor market.
- Community-based job training programs and other resources available to low income job seekers.
- Department and community resources available to clients.
- Local and regional socioeconomic conditions.
- Characteristics, customs, and unique needs of local ethnic/cultural populations.
- Policies, procedures, programs, and goals of public social services agencies.
- Leadership techniques.
- Department and community resources available to clients.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Make referrals to appropriate agencies and social service programs.
- Determine appropriate course of action in day-to-day and emergency situations.
- Elicit factual information from prospective and current program participants, some of whom may exhibit behavior or symptoms indicative of persons experiencing deprivation and/or emotional difficulties.
- Interpret financial information and make basic arithmetical computations.
- Evaluate and, when appropriate, recommend changes and/or corrections to program participant cases.
- Establish effective engagement with clients; use fact-finding techniques and perform in-depth and interactive interviewing.
- Listen to clients and develop professional rapport in order to determine the underlying barriers to employment.
- Use available resources effectively to determine applicants' and program participants' employment potential and barriers.

- Obtain facts and recognize the relevance and significance; analyze situations and adopt effective courses of action.
- Monitor program participants' compliance with program regulations and requirements, and monitor progress toward becoming gainfully employed.
- Prepare clear, concise, and accurate records and reports.
- Work effectively with other community agencies, state, local government agencies, private and public organizations.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Two (2) years of full-time experience performing duties equivalent to the County's classes of Eligibility Supervisor or Social Worker Supervisor I;

OR

One (1) year of full-time experience performing duties equivalent to the County's class of Employment and Training Worker III;

OR

Three (3) years of full-time experience performing duties equivalent to the County's class of Employment and Training Worker II;

OR

Three (3) years of full-time professional casework experience performing publicly funded vocational guidance services, employment counseling or placement services, including one (1) year of lead or supervisory experience or training in a social services program; and

Completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.