



EMPLOYMENT AND TRAINING WORKER III

DEFINITION

Under general direction, performs the most complex work and specialized assignments requiring an advanced level of technical knowledge in employability services and vocational counseling; depending on assignment, public assistance programs; may perform lead work and/or training to a unit of workers providing employability services and determining eligibility of applicants and recipients for public assistance programs; uses an automated system for caseload management; identifies client needs for social and health services and makes appropriate referrals; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned Employment and Training Worker Supervisor. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced/lead-level classification in the Employment and Training Worker class series. Incumbents are expected to perform complex duties related to interviewing and evaluating the employability of program participants, including assessing employment barriers and developing and monitoring employment plans; perform specialized technical assignments independently; and provide lead work and training for other Employment and Training Workers.

Positions assigned to perform vocational counseling are expected to independently develop employment plans, provide career case management and coaching, and oversee the implementation of employment and training activities.

This class is distinguished from the class of Employment and Training Worker Supervisor in that the latter directly supervises a group of Employment and Training Worker staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Leads, plans, organizes, and reviews the work of Employment and Training Worker staff; sets priorities and follows up to ensure coordination and completion of assigned work; instructs staff in work procedures.
- Performs complex and highly responsible employment and training duties that requires a thorough knowledge of procedures, policies, rules, and regulations.
- Administers and interprets vocational assessments; assesses program participants' employment readiness.
- Identifies employment barriers and develops plan to assist client in overcoming barriers, including making referrals to other professional for assistance.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary; advocates on clients' behalf for most appropriate services including enabling services.
- Assists applicants and recipients in utilizing available resources.
- Makes home visits in connection with casework assignments.
- Provides community outreach for various agency programs.

- Explains regulations, rules, and policies to clients to apprise them of their rights, responsibilities, and eligibility for participation and explains employment programs to clients and the general public.
- Assesses clients' employment and education history and develops plans for participants to achieve gainful employment and provides career guidance and counseling.
- Conducts interviews with a diverse population of clients to obtain and verify information.
- Conducts orientation workshops and one-on-one training for new and returning program participants.
- Presents information on available programs to community organizations, the general public, and employers during job fairs, community partner presentations, and one-on-one.
- Regularly contacts and monitors participants' progress in meeting established goals and compliance with program requirements.
- Within mandated timeframes, documents evidence of individual clients' non-compliance with program rules and regulations, and when appropriate, follows procedures for recommending imposition of sanctions for cause.
- Monitors training and work site arrangements.
- Serves as the department's hearing representative when program participants dispute determinations concerning eligibility for program participation.
- Assists in the gathering of labor market information and shares this information with program participants.
- Develops and maintains client employment and training opportunities by maintaining positive liaisons with area employers and entities that provide job-related training.
- Completes and processes documents, correspondence, and reports for authorized supportive services, manually or using an automated system.
- May assess family situation to determine if Family Stabilization services are appropriate.
- May develop Family Stabilization service plan with family and service providers.
- Performs related duties as assigned.

When performing vocational counselor duties:

- Conducts various comprehensive assessments of the client's employment readiness.
- Develops employment and education plans and provides case management and coaching through the duration of the plan.
- Determines employment and training services needed to meet the goals of the employment plan.
- Negotiates purchases or rentals of standardized psychological and vocational tests.
- Administers and interprets all measurement instruments utilized in the assessment of a client's educational and career needs.
- Directs and coordinates the provision of employment and training services provided by other staff.

QUALIFICATIONS

Knowledge of:

- Advanced practices used in employment training and job placement.
- Applicable laws, rules, regulations, and goals of publicly funded employment and training 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.
- Principles of providing functional direction and training.
- Principles and practices of leadership.
- Principles and techniques in the development, administration, and interpretation of standardized psychological and vocational assessment instruments.
- Basic principles of individual and group behavior.
- Principles of training and staff development.
- Local and regional socioeconomic conditions.

- Characteristics, customs, and unique needs of local ethnic/cultural populations.
- 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.
- 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.

Positions also responsible for determining the eligibility for public assistance programs require the following additional knowledge:

- Rules, regulations, and goals of multiple public assistance programs.
- Resources available to obtain and verify information concerning eligibility.

Ability to:

- Plan, organize, train, and coordinate the work of technical and administrative support staff.
- Effectively provide staff leadership and work direction.
- 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.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed to mitigate/reduce barriers to employment.
- Interpret financial information and make basic arithmetical computations.
- Plan, organize, and conduct formal vocational assessment activities.
- 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.
- 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 reports, correspondence, forms, plans, and agreements.
- Read, understand, and follow complex rules, regulations, policies, and memos.
- Communicate with others from diverse socioeconomic and cultural backgrounds.
- Identify and evaluate needs and barriers to employment, and complete employability plans.
- Competently gather and accurately record and evaluate program related data.
- Prepare and make presentations to a variety of audiences.
- Manage automated and manual client and program records.
- 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.

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

OR

One (1) year of full-time experience performing vocational guidance, employment counseling, and placement services in a variety of occupational fields, which included the use of standardized psychological and vocational tests and the assessment and development of career and occupational plans and goals; 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.