



## EMPLOYMENT AND TRAINING WORKER I/II

### DEFINITION

Under general supervision or direction, provides employability services to eligible applicants; applies program regulations and procedures; assesses employment potential and barriers that interfere with securing and maintaining employment; identifies needs for social and health services, and makes referrals; collaborates with partner agencies and employers; uses an automated system to maintain and monitor participants' records and generate reports; may determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from an assigned Employment and Training Worker Supervisor. Exercises no direct supervision over staff.

### CLASS CHARACTERISTICS

*Employment and Training Worker I:* This is the entry/trainee-level classification in the Employment and Training Worker class series. Employees in this class receive in-service training in the performance of routine duties related to the provision of employment services. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised.

*Employment and Training Worker II:* This is the fully qualified journey-level classification in the Employment and Training Worker class series. Employees at this level are expected to be fully qualified and able to perform a wide range of employability services including initiating independent contact and collaborating with employers and other service providers.

This class is distinguished from the Employment and Training Worker III in that the latter is the advanced journey-level and may be assigned lead worker duties.

Positions in the Employment and Training Worker class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Utilizing Motivational Interviewing techniques, interviews and evaluates eligible program participants' employability to assist participants in achieving self-sufficiency employment.
- Administers and interprets vocational assessments.
- Assesses clients' employment and education history; identifies employment related skills, abilities, and barriers; develops goals and plans to improve skills and abilities and overcome barriers; provides career guidance and employment and training counseling; provides labor market information related to local employment possibilities; and as appropriate, refers clients to employment related educational and training opportunities.

- 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 suitable 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.
- Conducts orientation workshops and one-on-one training for new and returning program participants.
- Reads, comprehends, and applies complex regulations, rules, policies, and procedures including the federal Work Participation Rate.
- Participates in development and implementation of program strategies to increase the federal Work Participation Rate.
- Explains relevant program regulations, rules, and policies to clients and the general public.
- Presents information on available programs to community organizations, the general public, and employers during job fairs, community partner presentations, and one-on-one.
- Conducts ongoing research to identify labor market information and employment and training opportunities for program participants; and establishes and maintains contacts with regional employers and training providers.
- Completes and processes disbursement of funds and documents for clients' authorized supportive services (i.e., childcare and transportation).
- Places clients into appropriate paid and/or non-paid work training assignments and monitors performance and progress.
- Completes and processes documents, correspondence, and reports for authorized supportive services, manually or using an automated system.
- Operates a personal computer, including software programs and an automated system, to enter and retrieve data, manage individual client cases and overall caseload, compile statistical reports, and perform other assigned duties.
- Maintains regular contact with clients to monitor each client's completion of tasks and progress toward attaining goals that will lead to securing employment, and compliance with program requirements.
- Documents evidence of individual clients' compliance or non-compliance with program rules and regulations, and follows procedures related to the imposition of sanctions.
- Performs a variety of clerical duties related to organizing, prioritizing, and scheduling assignments; meeting deadlines; completing forms, reports, and other documents; maintaining automated and manual files and logs; managing client cases; and fulfilling other responsibilities as required.
- Establishes and maintains cooperative, effective working relationships with program participants, department employees, regional employers, educational facilities, trainers, and all others who are program stakeholders and supporters.
- May assess family situation to determine if Family Stabilization services are appropriate.
- May develop Family Stabilization case plan with family and service providers.
- Performs related duties as assigned.

*Positions also responsible for determining the eligibility for public assistance programs perform the following additional duties:*

- Analyzes financial information and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Enters and retrieves numerical and narrative data and issues benefits from an automated computer system.
- Assists clients in accessing community services.
- Organizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.

## **QUALIFICATIONS**

*Some knowledge and abilities may be gained by positions at the entry (I) level while in a learning capacity.*

### **Knowledge of:**

- General goals and the purpose of employment preparation and training programs, and public social services programs.
- Effective and appropriate career, vocational, and employment counseling techniques.
- Occupational fields and regional labor market trends for private and public sector employers.
- Services provided within the department or agency that program participants may require and the procedure for referring participants for those services.
- Applicable laws, rules, and regulations governing employment preparation and training, and multiple public assistance programs.
- Local and regional socioeconomic conditions.
- Characteristics, customs, and unique needs of local ethnic/cultural populations.
- Basic principles of individual and family behaviors that impact and/or contribute to family stability and self-sufficiency.
- Basic principles involved in the growth and development of personality and in-group processes.
- Department and community resources available to program participants.
- 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:**

- Apply techniques and methods for conducting successful employment-related interviews, recordkeeping and standard office procedures.
- Elicit factual information from prospective and current program participants who may exhibit behavior indicative of those experiencing deprivation and/or emotional difficulties.
- Interpret financial information and make basic arithmetical computations.
- Accurately gather, record, and evaluate data necessary for the implementation of appropriate employment preparation and training programs.
- Prepare reports, forms, plans, and agreements required by program rules, regulations, policies, and procedures.
- 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.
- Plan and organize caseload to ensure that deadlines and regulations regarding time limits are met.
- Read, understand, apply, and explain complicated and detailed correspondence and reports, regulations, and policy directives.

- Determine appropriate course of action in emergency situations.
- Enter information accurately into a computerized system, and navigate effectively through automated multi-screen client record system.
- Identify client problems that require referral to other social or community resources.
- Read, comprehend, apply, and follow complex rules, regulations, policies, procedures, and other written instructions, including the policies, procedures, and programs of the Health and Human Services Agency.
- Prepare standard reports, forms, plans, and agreements required by program rules, regulations, policies, and procedures.
- Identify and assess program participants' employment barriers and develop individual participant plans for securing employment.
- Monitor individual participants' compliance with program regulations and, when appropriate, implement required sanctions.
- Regularly evaluate individual participants' progress toward meeting established goals for securing employment; use appropriate methods to motivate and encourage participants and, when necessary, to counsel participants who have not met goals or expectations.
- Coach individual participants in how to prepare for a job interview and meet future employers' job performance expectations.
- Present training workshops to groups of program participants.
- Establish, maintain, and manage complex 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.*

Employment and Training Worker I:

One (1) year of full-time experience performing duties equivalent to the County's classes of Eligibility Specialist II or Social Worker I;

OR

Six (6) months of full-time experience performing duties equivalent to the County's class of Eligibility Specialist II; 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;

OR

Six (6) months of full-time experience providing case management, vocational guidance, employment counseling or employment placement services; and

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

OR

Equivalent to a bachelor's degree from an accredited four-year college or university in social services, human services, business, liberal studies, or a closely related field.

Employment and Training Worker II:

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

OR

Two (2) years of full-time experience performing vocational guidance, employment counseling or placement services; and

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

OR

Three (3) years of full-time experience performing vocational guidance, employment counseling, or placement services;

OR

Equivalent to a bachelor's degree from an accredited four-year college or university; and

One (1) year of full-time experience performing vocational guidance, employment counseling, or placement services.

**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.