

EMPLOYMENT AND TRAINING WORKER II

DEFINITION

Provides employability services to eligible applicants of local social service agencies; applies program regulations and procedures; assesses employment potential and barriers that interfere with securing 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 work as required.

DISTINGUISHING CHARACTERISTICS

Working under general supervision, Employment & Training Worker II is the journey level in the Employment & Training Worker 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. Incumbents interview and evaluate the employability of eligible applicants and recipients to assist them in achieving self-sufficient employment. They provide consultation, guidance, and career planning in one or more employment assistance programs. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Employment & Training Worker I, or if filled from the outside, require prior related experience.

REPORTS TO

Employment and Training Worker Supervisor

CLASSIFICATIONS DIRECTLY SUPERVISED

None

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EXAMPLES OF DUTIES

- Utilizing Motivational Interviewing techniques, interviews and evaluates eligible program participants' employability to assist participants in achieving self-sufficient employment.
- Administers and interprets vocational measurement tests.
- 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 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.
- 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, 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.

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- 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 service plan with family and service providers.
- Performs related duties as assigned.
- Position 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.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office; occasionally works outside; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- General goals and 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.
- Local and regional socio-economic 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.
- Computer terminology and computer keyboard arrangement.

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Ability to:

- Apply techniques and methods for conducting successful employment-related interviews, record keeping 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.
- Speak and write in a clear and concise manner, using correct English.
- Read, comprehend, apply, and follow complex rules, regulations, policies, procedures and other written instructions, including the policies, procedures, and programs of the Social Services Department.
- Prepare standard reports, forms, plans and agreements required by program rules, regulations, policies and procedures.
- Use tact and diplomacy when communicating with all persons, including those with different socioeconomic and cultural backgrounds.
- 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.
- Establish and maintain cooperative working relationships with co-workers, supervisory and managerial staff; area employers who are willing to employ program participants; community

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Ability To – continued:

based services providers of child care, transportation and other services where program participants are required to attain employment goals; and all others with whom contact is made during the normal course of business.

- Operate office equipment such as a personal computer, (including automated systems, databases, word processing, spreadsheets, and electronic communications programs), calculator and photocopier.

Training and Experience:

Qualifications needed for this position:

One (1) year of full-time experience as an Employment & Training Worker I;
OR

Thirty (30) months 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

Graduation from an accredited four year college or university; and one (1) year of full-time experience performing vocational guidance, employment counseling or placement services.

A bachelor's degree in behavioral science with emphasis in vocational guidance, employment counseling or career assessment or a closely related field may substitute for One (1) year of the required experience in performing vocational guidance, employment counseling and placement.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

Employees in this classification may be required to work holidays, weekends, and evenings. Some travel may be required.

Ability to pass a background/criminal records check as authorized by sections 16501 of the California Welfare Institutions Code and section 11105.3 of the California Penal Code.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.