

EMPLOYMENT AND TRAINING WORKER SUPERVISOR

DEFINITION

Under general direction, the Employment & Training Worker Supervisor 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 work as required. Employment & Training Worker Supervisor is the supervisory level in the Employment & Training Worker class series.

DISTINGUISHING CHARACTERISTICS

This is the first level supervisory class in the Employment and Training Worker series. Incumbents may also perform the most complex and specialized duties relating to various aspects of employment training and evaluation services. Employment & Training Worker Supervisor supervises staff whose primary focus is in providing the full scope of employability services to eligible applicants.

REPORTS TO

Social Services Program Manager or Assistant Director / Program Manager

CLASSIFICATIONS DIRECTLY SUPERVISED

Employment and Training Worker I, II, III and office support staff.

EXAMPLES OF DUTIES

- Plans, assigns, and supervises a unit of employees who provide employment and training services to eligible clients and who may determine eligibility for public assistance programs.
- Selects, trains, directs, evaluates, and disciplines subordinate staff, and addresses performance and personnel problems by presenting constructive plans for resolving performance deficiencies and resolving personnel problems.
- 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.
- Serves as a technical expert and resource on the most complex casework problems.
- 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.
- Provides resources and tools to enhance employee performance and training.
- Evaluates and purchases standardized vocational and psychological assessment inventories.
- Administers and interprets vocational measurement tests.
- 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.
- Supervises staff responsible for assuring continuing public assistance benefit eligibility and coordinating the provision of support services for employment program participants.
- Uses a personal computer and automated systems.
- Attends supervisory meetings and training as assigned.
- Performs other duties as assigned.

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:

- Laws, rules, and regulations governing employment preparation and training and multiple public assistance programs.
- Policies, procedures, programs, and goals of public social services agencies.
- Principles of supervision, training, and instructional methods and techniques.
- Leadership techniques.
- Department and community resources available to clients.
- Principles of employment services and other public social services.
- Requirements of Department Civil Rights programs and hearings.
- Computer terminology and computer keyboard arrangement.
- Career, vocational and employment counseling techniques.
- Hiring trends and practices of private and public sector employers.
- Techniques and procedures used in career planning and vocational guidance programs.

Ability to:

- Exercise sound judgment when organizing, directing, prioritizing and assigning unit activities.
- Select, train, supervise, evaluate and discipline subordinate staff.
- Speak and write effectively and use correct English.
- Make referrals to appropriate agencies and social service programs.
- Determine appropriate course of action in day-to-day and emergency situations.
- Access and retrieve data from an automated computer system.
- Interpret and explain regulations and policy directives.
- Prepare clear, concise, and accurate records and reports.
- Establish and maintain cooperative working relationships with fellow employees and the general public.
- Work effectively with other community agencies, state, local government agencies, private and public organizations.
- Use available resources effectively to determine applicants' and program participants' employment potential and barriers.
- Communicate with others from diverse socio-economic and cultural backgrounds.
- Elicit factual information from applicants and recipients in difficult circumstances of deprivation or emotional disturbance.
- Conduct individual and group training.
- Effectively represent employment and training programs in contacts with service providers, the public, community organizations, and other governments' agencies.
- Establish and maintain cooperative working relationships.

Training and Experience:

Qualifications needed for this position:

Two (2) years of full-time experience as an Eligibility Supervisor or Social Worker Supervisor I;

OR

One (1) year of full-time experience as an Employment & Training Worker III AND successful 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

Eighteen (18) months of fulltime experience as an Employment & Training Worker III;

OR

Thirty (30) months of full-time experience as an Employment & Training Worker II AND successful 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

Three years of full-time experience as an Employment & Training Worker II.

OR

Three years of full-time professional casework experience performing publicly funded vocational guidance services, employment counseling or placement services, including one 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.

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.