

EMPLOYMENT & TRAINING WORKER III

DEFINITION

Under limited supervision, the Employment & Training Worker III performs the most complex work and specialized assignments requiring an advanced level of technical knowledge in employability services and, 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 work as required.

DISTINGUISHING CHARACTERISTICS

Employment & Training Worker III is the advanced journey level in this series. Incumbents in this series are expected to perform complex duties related to interviewing and evaluating the employability of eligible applicants and recipients, to assist them in achieving self-sufficient employment, and may serve as a lead worker in a unit of worker providing employability services.

Incumbents receive supervision from an Employment & Training Supervisor. An Employment and Training Worker III has no responsibility for supervising others, but may provide lead direction to other Employment and Training Workers.

REPORTS TO

Employment & Training Worker Supervisor

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

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EXAMPLES OF DUTIES

- Assists in the development and implementation of procedures for employment and training and, depending on assignment, public assistance programs.
- Administers and interprets vocational measurement tests; 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.
- Enters and retrieves data and performs caseload management activities on an automated computer system; performs case reviews as assigned.
- May assess family situation to determine if Family Stabilization services are appropriate.
- May develop Family Stabilization service plan with family and service providers.
- May provide training and/or lead direction to staff.

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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 primarily in an office environment, and may required occasional travel within a designated service area. Work includes continuous contact with staff and the public. Work may involve stressful situations and include dealing with erratic and sometimes threatening behavior.

Knowledge of:

- Laws, rules, regulations and goals of publicly funded employment and training programs.
- Theory and methodology in career planning, vocational guidance programs, and employment counseling, including practical and realistic methods for assisting program participants become gainfully employed.
- Basic principles of individual and group behavior.
- Principles of training and staff development.
- 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.
- Computer terminology and computer keyboard arrangement.
- Positions also responsible for determining the eligibility for public assistance programs require the following additional knowledge:
 - Laws, rules, regulations and goals of multiple public assistance programs.
 - Resources available to obtain and verify information concerning eligibility.

Ability to:

- 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.

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Ability to – continued:

- 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.
- Accurately enter data into an automated computer system and navigate through multiple-screen records.
- Identify problems requiring referral to other sources.
- Speak and write effectively.
- 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.
- Interpret financial information and make basic arithmetical computations.
- Competently gather and accurately record and evaluate program related data.
- Train individuals and groups.
- Prepare and make presentations to a variety of audiences.
- Manage automated and manual client and program records.
- Establish and maintain cooperative working relationships with employers, outside providers, agency staff, and the general public.
- Use a personal computer (databases, word processing, spreadsheets, and electronic communications) and automated systems effectively, and operate other modern office equipment such as a copier, telephone system and calculator.
- Lead, direct, and train other employment services and eligibility staff and outside service providers.

TRAINING AND EXPERIENCE

Qualifications needed for this position:

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

Six (6) months of full-time experience comparable to Employment & Training Worker II and completion of 15 semester or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing & measurement, or counseling preparation.
OR

Eighteen (18) months of experience performing duties comparable to Employment & Training Worker II, Eligibility Worker III, or Social Worker II.

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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.