



## ***Employment and Training Worker I\****

### **Glenn County Health and Human Services Agency**

***Application Deadline*** Thursday, August 18, 2016 at 5:00pm PST

***Hourly Salary*** \$15.12 - \$18.38

***Recruitment Type*** Open to the Public, Full-Time

#### ***Tentative Examination Dates***

***Written Examination*** Saturday, September 10, 2016

***Oral Examination*** Week of October 3, 2016

*Examinations will be held in Glenn County*

***Work Location*** Willows and Orland, California

***Glenn County is an Equal Opportunity Employer***

## **The Position**

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Working under close supervision, the Employment & Training Worker I is the entry/trainee level in the Employment & Training Worker series. An Employment & Training Worker I provides employability services to eligible applicants of local social service agencies and public assistance programs; 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; uses an automated system to maintain and monitor participants' records and generate reports; and performs related work as required. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Employment & Training Worker II after one year of satisfactory performance at the trainee level.

## **Minimum Qualifications**

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While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline.

**EITHER**

One (1) year of full-time experience as an Eligibility Worker II or Social Worker I.

**OR**

Six (6) months of full-time experience as an Eligibility Worker 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**

Eighteen 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**

Two (2) years of full-time experience providing case management, vocational guidance, employment counseling or placement services;

**OR**

Graduation from an accredited four (4) year college or university.

## **Additional Information**

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A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.

The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the Merit System Services bilingual proficiency examination prior to appointment.

\*At the discretion of Glenn County Health & Human Services Agency, and with the approval of Merit System Services, qualified candidates certified to the eligible list established by this exam may be appointed to the Employment and Training Worker II level if the appointee meets the Employment and Training Worker II minimum requirements. Salary for the II level is \$16.64 - \$20.23 per hour.

The existing eligible list will be replaced upon completion of this examination. The eligible list established from this recruitment will be used to fill part-time and full-time regular, limited-term or extra-help positions as vacancies occur or the need arises.

## Knowledge and Abilities

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**The following may be tested in the examination.**

**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.

**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 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.

## Examination Information

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MSS reserves the right to revise the examination plan. The examination process may include one or more of the following components: application evaluation, computer skills assessment, supplemental questionnaire, written examination, job related exercise, and/or a structured oral examination. Candidates will be notified of any changes to the examination plan as posted on this job bulletin.

**The examination components may consist of:**

### **WRITTEN EXAMINATION**

This examination will be weighted: 50%

Categories tested may include:

- General Office Skills/Numerical and Alphabetical

- Analytical Ability
- Interviewing Principles
- Written Communication
- Interpersonal Skills/Customer Service
- Employment & Training/Social Services

### **ORAL EXAMINATION**

This examination will be weighted: 50%

Categories tested may include:

- Analytical
- Career, Vocational and Employment Counseling Theories
- Communication (Oral and Written)
- Computer Skill
- Confidentiality
- Decisiveness
- Education, Experience and Training
- Goals and Purpose of Employment Preparation and Training
- Identify and Assess Barriers to Employment
- Interpersonal Relations
- Job Related Knowledge and Skills
- Knowledge of Goals and Purposes of Social Services
- Local and Regional Socio-Economic Conditions
- Planning/Organizational Skills
- Present Training Workshops
- Take Initiative
- Use Computer and Software Packages
- Work Standards

## **Examination Notification**

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MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at [mss@cpshr.us](mailto:mss@cpshr.us).

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral examination for this position, please note the following: Prior to being scheduled for the oral examination, you may receive an email regarding scheduling an examination time from Merit System Services, [mss@cpshr.us](mailto:mss@cpshr.us). If you do not respond to the email sent to you by the specified deadline, or you are not available on the specified examination date, you will not be scheduled for the oral examination.

## Special Testing Arrangements

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Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact MSS at [mss@cpsr.us](mailto:mss@cpsr.us) or 916-263-3614 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

## Foreign Education

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Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at [www.naces.org](http://www.naces.org). MSS will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to MSS at 916-648-1211 or email them to [mss@cpsr.us](mailto:mss@cpsr.us) prior to the application deadline.

## About Glenn County

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Glenn County, with a population of 27,940, is located in Northern California about half way between Sacramento and Redding.

Willows, the county seat, has a population of approximately 6,100.

Glenn County is primarily an agricultural community with mountains on the west, the Interstate 5 corridor taking you through rich farm land, and the Sacramento River bounding the east side of the County. With over 1,188 farms, agriculture remains the primary source of Glenn County's economy. The County offers many recreational opportunities - outdoor enthusiasts find this area great for skiing, boating, camping, fishing, golfing, hunting, swimming, bird watching, and river rafting.

## How to Apply

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Applicants must submit a completed MSS application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto [www.mss.ca.gov](http://www.mss.ca.gov) and following the instructions.

The information you include on all recruitment and selection related documentation is an integral part of your examination and will be reviewed and evaluated based on the current job requirements. Only the education, experience, and training you list will be compared to the criteria measuring the qualifications for this job, and only applicants with the most relevant education, experience, and training will be included in each phase of the selection process. ***Therefore, it is especially important that your responses to each component of this process be as complete and detailed as possible.*** Please be very careful to list all relevant education, experience, and/or training that should be taken into account for this job.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. Faxing or mailing your application does not guarantee that your application will be among those approved. POSTMARKS ARE NOT ACCEPTED.

Please add emails with the extension of @cpshr.us to your safe sender email list (example: mss@cpshr.us). This will help ensure that you receive all MSS notifications. Periodically check your spam folder.

MSS is not responsible for emails that are not received, and examinations will not be re-scheduled as a result of emails not being received.

Application packets may be obtained by contacting MSS, or the Social Services, Child Support, or HR Department in the county.

**MERIT SYSTEM SERVICES**

241 Lathrop Way, Sacramento, CA 95815

Website: [www.mss.ca.gov](http://www.mss.ca.gov)

Email: [mss@cpshr.us](mailto:mss@cpshr.us)

Phone: (916) 263-3614

**Note:** Your application and any additional material become the property of MSS.

**Please make a copy for your file.**

**This job bulletin will not be available online after the application deadline.**

**Please print a copy for your records.**

*Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.*

***Bulletin Issue Date: August 5, 2016***

