

EMPLOYMENT AND TRAINING WORKER SUPERVISOR

DEFINITION

Under general direction, the Employment and 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 and human service agencies who may be responsible for determining eligibility of applicants and recipients for public assistance program; may use automated systems for caseload monitoring activities; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Employment and Training Worker Supervisor is the supervisory level in the Employment & Training Worker class series. The Employment and Training Worker Supervisor supervises staff whose primary focus is in providing the full scope of employability services to eligible applicants.

SUPERVISION RECEIVED AND EXERCISED

Employment & Training Worker Supervisors receive supervision from higher-level management staff and provide supervision for Employment & Training Workers and support staff as assigned.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

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.

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.

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.

Assists in the development and implementation of procedures for employment and training and, depending on assignment, public assistance programs.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and county laws and regulations.

Modern office procedures, methods and technology, including computers.

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.

Principles of supervising 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.

English usage, spelling, grammar and punctuation.

Ability to:

Prepare reports, forms, plans and agreements.

Read, understand and follow complex rules, regulations, and policies.

Communicate with others from diverse socioeconomic and cultural backgrounds.

Identify and evaluate needs and barriers to employment, and complete employability plans.

Competently gather and accurately record and evaluate program related data.

Use a personal computer and automated systems effectively, and operate other modern office equipment such as a copier, telephone system and calculator.

Supervise, direct, and train employment services staff and outside service providers.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain confidentiality as required.

EXPERIENCE AND TRAINING GUIDELINES

A typical way to obtain the knowledge and abilities would be:

Experience:

EITHER Two (2) years of full-time experience comparable to Eligibility Supervisor or Social Worker Supervisor I; OR

One (1) year of full-time experience comparable to Employment & Training Worker III AND successful completion of 15 semester or 22 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 comparable to Employment & Training Worker III; OR

Thirty (30) months of full-time experience comparable to Employment & Training Worker II AND successful completion of 15 semester or 22 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 comparable to Employment & Training Worker II. OR

Three years of 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 or 22 quarter college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation. Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

Training (for all levels):

Equivalent to the completion of the twelfth grade.

SPECIAL REQUIREMENTS

Some positions in this classification may require possession of a valid California Driver License. Employees who drive on County business to carry out job related duties must possess a valid California Driver License for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Classification Code:	3446281
Bargaining Unit:	12
FLSA Status:	Y
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	346