

DEPARTMENT: EMPLOYMENT & TRAINING
CLASSIFICATION: COMPETITIVE
APPROVED: OCTOBER 31, 2024

EMPLOYMENT & TRAINING COUNSELOR

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class perform a variety of tasks in planning, developing and implementing all phases of the employment and training program cycle and ensuring the effective delivery of services to program customers. An employee in this class is responsible for interviewing, assessing, and assisting program participants in formulating and modifying an employability plan which may involve remedial education, work experience, specialized skill training, on-the-job training, job placement and related screening and supportive services. Incumbents are required to exercise sound professional judgment in accordance with established laws, policies, and procedures. The work is performed under the general supervision of a higher-level staff employee who offers guidance and instruction on individual problem cases and reviews their progress. Supervision may be exercised over the work of paraprofessional and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Interviews and assesses program applicants to determine eligibility for employment and training programs according to a predetermined formula based on calculation of earned income, family size, social service grants, and other factors;
2. Formulates employability plans for eligible clients, gathering information including prior work experience, education, skills, disclosed disability status, personal characteristics and social background;
3. May administer standardized vocational and/or assessment tests used in the evaluation of participant vocational skills and/or needs to aid in the formulation of employability plans;
4. Assists in developing and coordinates training services for eligible clients that will assist the client in filling a skills gap, and maintains contact with clients to provide counseling to and otherwise assist clients in classroom or on-the-job training to facilitate their transition to unsubsidized employment;
5. Plans, coordinates and schedules field visits to work-sites and/or educational institutions to evaluate client progress;
6. Assists individuals in obtaining community and partner support services as needed;
7. Provides information to individuals regarding job opportunities, training, apprenticeship and/or vocational programs including basic local labor market information on businesses currently hiring or utilizing Department programs for recruitments;
8. May conduct informational sessions regarding career opportunities and area labor market needs, or workshops for clients on topics such as resume writing, networking and other job search skills and assists in the coordination of organized recruitment events both in the Department and off-site;
9. Maintains in-house records, employability plans, and progress reports utilizing a computerized database system;
10. Prepares a variety of narrative as well as tabular reports;
11. May conduct visits with employers and/or community groups to promote utilization of job training programs and to establish and maintain liaison with private and public employers;
12. When assigned, coordinates and delivers services for additional short-term programs as alternate funding streams are received.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Comprehensive knowledge of counseling techniques, practices, and principles as they apply to labor and poverty economics, and vocational guidance, training and placement; good knowledge of training and educational programs offered in the area; working knowledge of concepts of the cultural, environmental and personal factors influencing the lives of program clientele; good working knowledge of interviewing practices and techniques; working knowledge of community organizations and human service agencies for appropriate service referral; working knowledge of Federal, State and local labor laws and employment & training rules and regulations; working knowledge of local labor market and system sources for job opportunities; skills in using modern computer software programs and related peripheral equipment at an acceptable rate of speed and accuracy; ability to identify and facilitate training and/or job opportunities for agency clients; ability to evaluate individuals' vocational interests and aptitudes; ability to establish and maintain effective interpersonal relationships with clients, employers, and training agencies; ability to compile data and to prepare and analyze reports; ability to collect, organize and interpret information related to employment and training programs; ability to communicate effectively verbally and in writing; tact and courtesy; sound professional judgment; integrity; initiative and resourcefulness; willingness to travel to various work-sites and assignments; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL QUALIFICATIONS:

Two (2) years of permanent competitive status as an Employment & Training Assistant in the Niagara County Employment & Training Department immediately preceding the date of exam.

OPEN-COMPETITIVE:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in education, behavioral science, social sciences, human services or resources, or other field of study specifically structured to prepare individuals in the field of training, counseling, or employment; **or**
2. Satisfactory completion of a minimum of sixty (60) semester credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with at least twelve (12) credit hours in any of the areas described above **and** two (2) years of full-time paid experience as a counselor, caseworker, employment interviewer, teacher or other related position with similar duties and responsibilities.

NOTE:

Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.