

Class Concept

This is professional consultative work providing information, guidance, and assistance to clients seeking employment and employers seeking workers through programs administered by the Department of Commerce, Division of Workforce Solutions (DWS) and local workforce development boards in a career center environment. Positions may plan and perform outreach activities and provide employment related services, including priority services when legislatively appropriate, using comprehensive knowledge of specific rules and regulations for target occupations, i.e., migrant, and seasonal farm workers, veteran population, dislocated workers, or parolees. Positions also may serve as a lead consultant for DWS programs or manage programs for difficult to place clients (e.g., Offender Program). Case management requires interviewing, counseling, research of court precedent and past practice decisions, study of labor market conditions and current trends in workforce training and development, and knowledge of other agencies' programs for referral purposes.

Work assignments may include job placement, reemployment services, or jobs for veterans state grants (JVSG) Programs or Migrant Seasonal Farmworker Protection Act Registration. Positions may meet with employers and community leaders to explain available services, job development, assess hiring practices, and justify changes to services provided. Positions may plan, develop, and coordinate a comprehensive training program for staff in specialist areas; interpret rules and regulations; function as troubleshooter on the most difficult cases; and provide consultation to out stationed staff. Decisions are based on analysis of information obtained from client interviews, supporting documentation, survey and occupational data, interpretation of changing federal and state programs, and knowledge of programs and services offered by other agencies for clients with multiple employment barriers. Positions utilize agency guidelines and federal and state standards for determining program eligibility. Newer programs will require greater interpretation due to limited programmatic information and policy guidelines. Judgement is required in solving unusual problems, in setting priorities, and in interpreting regulations.

Recruitment Standards

Knowledge, Skills, Abilities

- Intermediate knowledge of career exploration and service delivery methods with understanding of the laws governing the programs to client situations
- Ability to analyze, interpret, evaluate, and communicate information and resolve conflicting opinions
- Ability to independently apply the provisions of pertinent laws, rules, regulations, and procedures to specific cases
- Ability to communicate orally and in written form effectively with a variety of individuals both internal and external to the organization

Minimum Training and Experience Requirements

Bachelor's degree from an appropriately accredited institution and one year of experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with job applicants and employers in a variety of functions; or

Associate degree and three years of experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with job applicants and employers in a variety of functions or an equivalent combination of education and experience.

Agricultural Services

Bachelor's degree from an appropriately accredited institution and one year of experience in agricultural business operations or business experience dealing with agricultural problems; or

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

Associate degree and three years of experience in agricultural business operations or business experience dealing with agricultural problems; or an equivalent combination of education and experience.

Necessary Special Requirement - Veteran's Employment Services

Related public contact work dealing with veterans or job applicants and employers in a variety of functions. Title 38, United States Code (38 U.S.C.), Section 4104 states that, "Preference shall be accorded first to qualified service-connected disabled veterans; then, if no such disabled veteran is available, to qualified eligible veterans and, if no such eligible veteran is available, then to qualified eligible persons."

Necessary Special Requirement - Disabled Veteran Employment Services

Related public contact work dealing with veterans or job applicants and employers in a variety of functions. Title 38, United States Code (38 U.S.C.), Section 4103A requires that employees in this class be honorably discharged veterans who have served a minimum of 180 days on active duty in the Armed Forces or were discharged or relieved from active duty because of service-connected disability. Chapter 41 of Title 38 continues, "Preference shall be given in the appointment of such specialists to qualified disabled veterans."