

Class Concept

This role is specialized employment service work providing counseling, guidance, and assistance to individuals in need of vocational guidance through a variety of DWS programs. In addition to assisting the suitable vocational choice, change, or adjustment, these employees provide technical assistance to career center staff on career resource center tools and as well as evaluative software programs that are available to career center clients. Counselors are familiar with DWS programs and those of other agencies in order to provide counseling services to meet special needs. Work is performed independently in accordance with approved principles of professional guidance under the general supervision of the employment security manager. Positions also conduct individual interviews, skill assessments, appraisals of education, work experience, and additional skills, abilities, and experiences in order to evaluate the correlation between client trends and labor market conditions, occupational outlook, and employer practices.

Recruitment Standards

Knowledge, Skills, Abilities

- Ability to analyze, interpret, evaluate, and communicate information and resolve conflicting opinions.
- Ability to independently apply the provisions of pertinent law, 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.
- In-depth knowledge of principles, techniques, and methods of vocational counseling, planning, guidance, interviewing, and job placement.
- Knowledge of psychological counseling, and sociological factors that influence behavior.
- Ability to administer and interpret assessment tools and apply accounting to occupational significance.
- Employees utilize agency guidelines, federal and state standards and North Carolina Farm Labor Rules and Regulations Booklet.
- Guidelines are generally available to determine program eligibility but are not always directly applicable with some of the newer programs having less program information and policy for guidance.
- Past practice or court decisions may be applied in making more difficult determinations. Judgment is required in solving unusual problems, in setting priorities and in interpreting regulations.

Minimum Training and Experience Requirements

Master's Degree in psychology, education, counseling, or vocational guidance from an appropriately accredited institution including or supplemented by fifteen semester hours in guidance, counseling, or related courses contributing to counselor preparations; or

Bachelor's degree from an appropriately accredited institution including or supplemented by fifteen semester hours in guidance, counseling, or related courses contributing to counselor preparation and at least two years of experience in guidance, vocational counseling, or employment interviewing and placement work; or an equivalent combination of education and experience.