

WORKFORCE DEVELOPMENT COUNSELOR

DISTINGUISHING FEATURES OF THE CLASS: Provides professional vocational guidance and related services to individuals participating in various aspects of the local Workforce Development Program. This is an entry level position in the field of vocational guidance. The duties involve the responsibilities of assisting participants in formulating and modifying employability plans which may involve remedial education, work experience, specialized skill training and related supportive services. The Workforce Development Counselor is called upon to exercise sound professional judgment in formulating and carrying out plans to meet individual vocational problems faced by participants. The counselor may also work with employers to meet the needs of the business community. Work is performed under the general supervision of either a higher level Counselor or other higher level administrative staff employee of the agency who, as necessary, offers guidance and instruction on individual problem cases. Supervision may be exercised over the work of para-professional and clerical assistants. The incumbent of this position does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Interviews clients to gather and evaluate information related to prior work experience, education, specific skills, physical, personal and social background to aid in formulating employability or training plans;
 Formulates employability plans for participants of the program;
 Aids clients in obtaining support services as needed.
 Provides information to clients regarding job opportunities, training or apprentice programs and vocational education;
 Makes home or work site field visits to discuss problems and progress with clients, training agencies and employers;
 May conduct orientation and/or informational sessions with client groups regarding career opportunities in the community;
 Maintains and updates client program records, employability plans and progress reports using local and statewide computer systems;
 Visits community groups to promote the use of Workforce Development Agency services;
 Participates in staff meetings and conferences designed to define client goals, problems and evaluate progress;
 May administer standardized vocational tests or assessments used in the evaluation of participant vocational skills and/or needs;
 Prepares a variety of narrative as well as tabular reports;
 Provides information and develops subsidized and unsubsidized employment opportunities for clients in both public and private sector;
 May work with employers in meeting their human resource needs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of concepts of the cultural, environmental and personal factors influencing the lives of Workforce Development Agency clientele; working knowledge of interviewing practices and techniques; working knowledge of community organizations and human service agencies; good knowledge of training and educational programs sponsored by the Workforce Development Agency; working knowledge of sources of job placement; working knowledge of Federal, State and Local Workforce Development Rules and Regulations; ability to apply the knowledge in the performance of the duties of the position; ability to evaluate clients' vocational interests and aptitudes; ability to establish and maintain effective interpersonal relationships with clients, employers and training agencies; ability to prepare, as well as interpret, narrative and tabular reports; ability to communicate effectively both orally and in writing; ability to use various computer programs; physical condition commensurate with the demands of the position.

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QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: Either:

1. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree AND one (1) year of full-time paid, or its part-time equivalent, professional experience as a Counselor, Caseworker, Employment Interviewer or other related position with similar duties and responsibilities; OR
2. Graduation from a regionally accredited or New York State registered college or university with a Associate's Degree AND three (3) years of experience as noted in (1) above; OR
3. Graduation from high school or possession of a high school equivalency diploma AND five (5) years of full-time experience as noted in (1) above; OR
4. An equivalent combination of training and experience as defined by the limits of (1), (2), and (3) above.

NOTE: Advanced education degree received, in a program or specific field noted above, will be accepted in lieu of the minimum education noted.

SPECIAL REQUIREMENT FOR APPOINTMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

AMENDED TITLE: March 21, 2011

REVISED: 12/18/14; 2/12/20

CIVIL SERVICE CERTIFICATION: COMPETITIVE