



CaIHR

Employment and Training Worker I/II

SALARY	\$22.55 - \$30.27 Hourly	LOCATION	Willows and Orland
JOB TYPE	Full-Time	JOB NUMBER	MSS04687
DEPARTMENT	Glenn County Health and Human Services Agency	OPENING DATE	09/09/2024
CLOSING DATE	9/23/2024 11:59 PM Pacific		

Position Information

Provides employability services to eligible applicants of local social service agencies; applies program regulations and procedures; assesses employment potential and barriers that interfere with securing employment; identifies needs for social and health services and makes referrals; collaborates with partner agencies and employers; uses an automated system to maintain and monitor participants' records and generate reports; may determine the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; and performs related work as required.

Working under close supervision, Employment & Training Worker I is the entry/trainee level in the Employment & Training Worker series. Employees in this class receive in-service training in the performance of routine duties related to the provision of employment services. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Employment & Training Worker II after one year of satisfactory performance at the trainee level.

Working under general supervision, Employment & Training Worker II is the journey level in the Employment & Training Worker series. Employees at this level are expected to be fully qualified and able to perform a wide range of employability services including initiating independent contact and collaborating with employers and other service providers. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Employment & Training Worker I, or if filled from the outside, require prior related experience.

The Employment & Training Worker II differs from the Employment & Training Worker III in that the latter is the advanced journey level and may be assigned lead worker duties.

The Employment & Training Worker Series differs from the Social Worker series in that incumbents in the Employment & Training Worker classes are not responsible for the provision of social services; differs from the Eligibility Specialist series in that the primary responsibility of an Eligibility Specialist is the determination of financial eligibility for public assistance programs; and differs from the Integrated Case Worker series in that the primary focus of the Employment & Training Worker series is in providing the full scope of employability services to eligible applicants.

SUPERVISION EXERCISED AND RECEIVED

The Employment & Training Worker II receives supervision from an Employment & Training Supervisor.

HOURLY SALARY INFORMATION:

Employment and Training Worker I - \$22.55 - \$27.42

Employment and Training Worker II - \$24.91 - \$30.27

Examples of Duties

Duties may include, but are not limited to, the following:

(For Employment & Training Worker I, duties are performed at the trainee level)

- Utilizing Motivational Interviewing techniques, interviews and evaluates eligible program participants' employability to assist participants in achieving self-sufficient employment. Administers and interprets vocational measurement tests.
- Assesses clients' employment and education history; identifies employment related skills, abilities and barriers; develops goals and plans to improve skills and abilities and overcome barriers; provides career guidance and employment and training counseling; provides labor market information related to local employment possibilities; and as appropriate, refers clients to employment related educational and training opportunities.
- Refers clients to other staff members or to community resources for direct and intensive services and specialized counseling as necessary; advocates on clients behalf for most appropriate services including enabling services.
- Assists applicants and recipients in utilizing available resources.
- Makes home visits in connection with casework assignments.
- Provides community outreach for various agency programs.
- Conducts orientation workshops and one-on-one training for new and returning program participants.
- Reads, comprehends and applies complex regulations, rules, policies and procedures including the federal Work Participation Rate.
- Participates in development and implementation of program strategies to increase the federal Work Participation Rate.
- Explains relevant program regulations, rules, and policies to clients and the general public.
- Presents information on available programs to community organizations, the general public, and employers during job fairs, community partner presentations, and one-on-one.
- Conducts ongoing research to identify labor market information and employment and training opportunities for program participants; and establishes and maintains contacts with regional employers and training providers.
- Completes and processes disbursement of funds, documents for clients' authorized supportive services, i.e., childcare and transportation.
- Places clients into appropriate paid and/or non-paid work training assignments and monitors performance and progress.
- Completes and processes documents, correspondence, and reports for authorized supportive services, manually or using an automated system.
- Operates a personal computer, including software programs and an automated system, to enter and retrieve data, manage individual client cases and overall caseload, compile statistical reports, and perform other assigned duties.
- Maintains regular contact with clients to monitor each client's completion of tasks and progress toward attaining goals that will lead to securing employment, and compliance with program requirements.
- Documents evidence of individual clients' compliance or non-compliance with program rules and regulations, and follows procedures related to the imposition of sanctions.
- Performs a variety of clerical duties related to organizing, prioritizing and scheduling assignments; meeting deadlines; completing forms, reports and other documents; maintaining automated and manual files and logs; managing client cases; and fulfilling other responsibilities as required.
- Establishes and maintains cooperative, effective working relationships with program participants; department employees; regional employers, educational facilities, trainers and all others who are program stakeholders and supporters.
- May assess family situation to determine if Family Stabilization services are appropriate.
- May develop Family Stabilization service plan with family and service providers.
- Performs related duties as assigned.

Positions also responsible for determining the eligibility for public assistance programs perform the following additional duties:

- Analyzes financial information and eligibility information to determine initial or continuing eligibility for multiple aid programs.
- Enters and retrieves numerical and narrative data and issues benefits from an automated computer system.
- Assists clients in accessing community services.
- Organizes caseload so that necessary case records and documents are processed and updated within specific time limits established by regulation and local policy.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- General goals and purpose of employment preparation and training programs, and public social services programs.
- Effective and appropriate career, vocational, and employment counseling techniques.
- Occupational fields and regional labor market trends for private and public sector employers.
- Services provided within the department or agency that program participants may require and the procedure for referring participants for those services.
- Local and regional socio-economic conditions.
- Characteristics, customs and unique needs of local ethnic/cultural populations.
- Basic principles of individual and family behaviors that impact and/or contribute to family stability and self-sufficiency.
- Basic principles involved in the growth and development of personality and in-group processes.
- Department and community resources available to program participants.
- Computer terminology and computer keyboard arrangement.

Ability to:

- Apply techniques and methods for conducting successful employment-related interviews, record keeping and standard office procedures.
- Elicit factual information from prospective and current program participants who may exhibit behavior indicative of those experiencing deprivation and/or emotional difficulties.
- Interpret financial information and make basic arithmetical computations.
- Accurately gather, record and evaluate data necessary for the implementation of appropriate employment preparation and training programs.
- Prepare reports, forms, plans and agreements required by program rules, regulations, policies and procedures
- Establish effective engagement with clients; use fact-finding techniques and perform in-depth and interactive interviewing.
- Listen to clients and develop professional rapport in order to determine the underlying barriers to employment.
- Obtain facts and recognize the relevance and significance; analyze situations and adopt effective courses of action.
- Plan and organize caseload to ensure that deadlines and regulations regarding time limits are met.
- Read, understand, apply and explain complicated and detailed correspondence and reports, regulations and policy directives.
- Determine appropriate course of action in emergency situations.
- Enter information accurately into a computerized system, and navigate effectively through automated multi-screen client record system.
- Identify client problems that require referral to other social or community resources.
- Speak and write in a clear and concise manner, using correct English.
- Read, comprehend, apply, and follow complex rules, regulations, policies, procedures and other written instructions, including the policies, procedures, and programs of the Social Services Department.
- Prepare standard reports, forms, plans and agreements required by program rules, regulations, policies and procedures.
- Use tact and diplomacy when communicating with all persons, including those with different socioeconomic and cultural backgrounds.
- Identify and assess program participants' employment barriers and develop individual participant plans for securing employment.
- Monitor individual participants' compliance with program regulations and when appropriate, implement required sanctions.
- Regularly evaluate individual participants' progress toward meeting established goals for securing employment; use appropriate methods to motivate and encourage participants and when necessary, to counsel participants who have not met goals or expectations.
- Coach individual participants in how to prepare for a job interview and meet future employers' job performance expectations.
- Present training workshops to groups of program participants.
- Establish, maintain, and manage complex records.
- Establish and maintain cooperative working relationships with co-workers, supervisory and managerial staff; area employers who are willing to employ program participants; community based services providers of child care,

transportation and other services where program participants are required to attain employment goals; and all others with whom contact is made during the normal course of business.

- Operate office equipment such as a personal computer, (including automated systems, databases, word processing, spreadsheets, and electronic communications programs), calculator and photocopier.

Minimum Qualifications

Employment and Training Worker I:

One (1) year of full-time experience as an Eligibility Specialist II or Social Worker I.

OR

Six (6) months of full-time experience as an Eligibility Specialist II; **AND** completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing and measurement, or counseling preparation.

OR

Eighteen months of full-time experience providing case management, vocational guidance, employment counseling or employment placement services; **AND** completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing or counseling preparation.

OR

Two (2) years of full-time experience providing case management, vocational guidance, employment counseling or placement services;

OR

Graduation from an accredited four year college or university.

Employment and Training Worker II:

One (1) year of full-time experience as an Employment & Training Worker I;

OR

Thirty (30) months of full-time experience performing vocational guidance, employment counseling or placement services; **AND** completion of 15 semester (22.5 quarter) college units in career planning, vocational guidance principles, personality development, occupational testing & measurement or counseling preparation;

OR

Three (3) years of full-time experience performing vocational guidance, employment counseling or placement services;

OR

Graduation from an accredited four year college or university; **AND** one (1) year of full-time experience performing vocational guidance, employment counseling or placement services.

Supplemental Information

BENEFIT INFORMATION

<https://www.countyofglenn.net/sites/default/files/Personnel/MOU/GU/GCPERL%2014-GU%20Sum%20of%20Benefits%20091823.pdf>.

EXAMINATION INFORMATION

EDUCATION & EXPERIENCE EXAMINATION

The Education & Experience examination is based solely upon information provided from the application and supplemental information (e.g., resumes, transcripts). Information provided from the application and supplemental information will be assessed compared to a standard developed in relation to the elements of the. Special care should be taken to submitting a complete description of your education and experience relevant to the typical tasks, scope, and minimum qualifications stated on this bulletin. Supplemental information will be accepted, but competitors should read this bulletin carefully to determine what kind of information will be useful to those individuals completing the evaluation. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination.

If conditions warrant, a Training and Experience examination may be conducted in lieu of the Education and Experience examination. Please review the Experience and Education examination information below:

TRAINING & EXPERIENCE EXAMINATION – WEIGHTED 100%

The Training & Experience Examination is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Responses to the questionnaire will be assessed based on pre-determined rating criteria. All applicants must complete the entire examination to receive a score. In order to obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination. Examination administration and processing time is approximately two weeks after the closing date of the job bulletin.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for Glenn County. The list will be utilized for 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at mssprogram@calhr.ca.gov or 916-323-2360 upon notification that your application has been approved. Documentation from medical, military, school or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

APPLICATION DOCUMENTS

If you are using education to meet the minimum qualifications, you must attach your transcripts to your application. Applicants with foreign transcripts must provide a transcript evaluation that indicates the number of units to which the foreign course work is equivalent. Transcripts and evaluations may be unofficial; official transcripts may be required upon appointment. Please redact birthdates and social security numbers.

GENERAL INFORMATION

MSS reserves the right to revise the examination plan to better meet the needs of the recruitment if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

If you meet the requirements stated on this bulletin, you may take this examination. Your performance in this examination will be rated against predetermined rating criteria. All competitors who pass will be added to the eligible list. Meeting the entry requirements does not assure success in the examination or placement on the eligible list.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. As part of the hiring process, a background investigation may be required.

EQUAL EMPLOYMENT OPPORTUNITY

The Merit System Services program is committed to equal employment opportunity for all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

ABOUT GLENN COUNTY

Glenn County is located in the United States about halfway between Sacramento and Redding in Northern California. Glenn County is primarily an agricultural community with mountains on the west, the Interstate 5 corridor taking you through rich farmland, and the Sacramento River bounding the east side of the County. With over 1,188 farms, agriculture remains the primary source of Glenn County's economy. Major commodities include rice, almonds, milk products, prunes and livestock. Glenn County was incorporated on March 5, 1891. The County seat, Willows, was created March 11, 1891. Glenn County was developed out of the northern portion of Colusa County and was named for Dr. Hugh J. Glenn, who was the largest wheat farmer in the state during his lifetime, and a man of great prominence in political and commercial life in California. Glenn County has a population of 28,122.

9/9/24, 9:55 AM

Job Bulletin

Agency

CalHR

Department

Glenn County Health and Human Services Agency

Address

CalHR, Attn: Merit System Services
1515 S Street, North Building, Suite 500
Sacramento, California, 95811

Phone

916-909-3701

Website

<https://www.governmentjobs.com/careers/mss>