

EMPLOYMENT SERVICE WORKER**Nature of Work**

Under general supervision, performs entry level work providing basic employment-related social services to applicants and recipients of public assistance, such as Work and Training, Food Stamp Job Search, Job Training Partnership Act (JTPA), and information and referral. Contacts employers to monitor services provided to clients. May develop training materials for individual or group training. May be required to have access to transportation for field work. Performs related work as required.

Examples of Work

Maintains a caseload for employment programs and employment services; encourages clients who must participate to receive benefits.

Develops clients service employability plans to assist clients in attaining employment.

Provides information on and refers clients to other community and social service agencies.

Reviews employer attendance records for the Community Work Experience Program (CWEP) monitoring and analyzing attendance, in-kind contributions, and CWEP special need allowance.

Uses individual or group employment counseling techniques in assisting persons in job search.

Writes reports on case findings.

Develops materials to teach clients job hunting skills such as resume writing.

Knowledge, Skills and Abilities

Knowledge of approved interviewing techniques.

Knowledge of the general principles of economics, and of social and labor market conditions prevailing in the state.

Knowledge of a variety of occupations and their required qualifications.

Ability to learn federal and state laws pertaining to social welfare Work and Training programs and related laws, rules and regulations.

Ability to learn theories, principles, methods and techniques of employment-related social service case work.

Ability to analyze job requirements and evaluate applicants/recipients qualifications.

Ability to deal tactfully and effectively with applicants, recipients, employers, employees and the general public.

Ability to communicate effectively both orally and in writing.

Minimum Qualifications

TRAINING Graduation from an accredited four-year college or university.

9341

EMPLOYMENT SERVICE WORKER (CONT'D)

Minimum Qualifications (cont'd)

SUBSTITUTION Full-time or equivalent part-time paid experience interviewing clients, customers or the public and evaluating the data against established standards and guidelines may substitute for the required training on a year-for-year basis.

Established: 8/20/92

Effective: 9/15/92