

**EMPLOYMENT SERVICE SUPERVISOR****Nature of Work**

Under limited supervision, performs full-performance level supervisory work assigning caseloads to available staff, evaluating program efficiency, and encouraging program support in the business community. Supervises employment placement in the provision of employment services to applicants and recipients of public assistance. Interprets rules, regulations and guidelines for subordinates. Coordinates unit activities with other units in the agency and establishes effective working relationships with outside agencies and non-profit groups. Exercises latitude in developing business contacts and altering methods or procedures to increase client placements. Performs related work as required.

**Examples of Work**

Develops and maintains acceptable standards for casework and associated activities involved in the social, emotional, educational, and physical rehabilitation of clients through gainful employment.

Supervises and evaluates the performance of subordinates engaged in employment service activities or supportive social services designed to attain client employment objectives.

Counsels and guides subordinates; reviews programs intended to develop clients' skills toward self-sufficiency with steady employment.

Counsels and trains subordinates in employment, social service, and procedural activities of state employment programs.

Performs public relations tasks as requested to explain the employment service programs to employers, labor unions, civic groups, and others who could support or influence others to employ public assistance recipients.

Reviews caseload assignments and schedules of subordinates; makes adjustments when necessary.

Trains employees to empathize with the clients and motivate

clients to adopt more employment-appropriate behavior.

Accumulates statistical performance data.

**Knowledge, Skills and Abilities**

Knowledge of the functions, operations, and objectives of state employment service programs.

Knowledge of federal and state laws pertaining to employment service programs and related laws, rules and regulations.

Knowledge of theories, principles, methods and techniques of employment-related social service case work.

Knowledge of the functions, policies, procedures and operations of private, local, state and federal welfare and employment agencies.

**EMPLOYMENT SERVICE SUPERVISOR (CONT'D)**

**Knowledge, Skills and Abilities (cont'd)**

Knowledge of social, employment and industrial conditions and resources of the area.

Ability to plan, assign, supervise and review the work of employees.

Ability to establish and maintain effective working relationships with area and state offices, their staff, as well as community and public officials.

Ability to maintain records, prepare reports and correspondence related to the work.

Ability to communicate effectively with a wide variety of people both orally and in writing.

**Minimum Qualifications**

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

SUBSTITUTION Additional qualifying experience as defined below may be substituted for training on a year-for-year basis.

EXPERIENCE Five years of full-time or equivalent part-time paid experience in a public or private social welfare agency or related experience in public administration, personnel management, industrial relations, employment security or related fields. Experience must have been at or above the level of work described for Office Assistant III.

SUBSTITUTION Graduate study in one of the fields listed above may be substituted for the required experience on a year-for-year basis.

Established: 8/20/92

Effective: 9/15/92