

EMPLOYMENT COUNSELOR SPECIALIST

KIND OF WORK

Senior professional employment counseling work.

NATURE AND PURPOSE

Under limited supervision, assesses career goals, interests, skills, and abilities of clients; develops plans for training, education and employment; refers clients to support services; and provides career and related counseling services to a range of clients who independently, or as a condition of program participation, plan to enter, adjust, or advance to suitable employment. Develops and maintains knowledge of community resources for client referrals. May do one or a combination of the following: serve as a lead worker over a group of counseling and/or other professional and clerical staff; serve in a specialty capacity as a technical advisor to other staff regarding unusual, counseling-related issues and/or the proper administration of the counseling component of the program. Performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Trains staff regarding case management procedures and application of counseling techniques to improve and maintain the performance levels of these employees by providing individual coaching or formal training sessions.

Recommends programmatic changes to make the counseling program more effective by participating with supervisor and/or Area Manager in operational planning activities.

Directs the work of program staff to ensure clients receive all benefits of the counseling program establishing and maintaining procedures and policies; training staff on programs, goals, expectations, policies and procedures; resolving problems encountered by other staff; delegating case and other assignments to staff; preparing and analyzing statistical and budget reports.

Teaches clients a variety of creative job-seeking skills by coaching, training, and conducting workshops.

Actively promotes counseling program efforts, use of community resources for referrals and development of new contacts by planning and conducting on-site visits of community resources and employers, public speaking engagements; and information booths.

Develops with clients a workable employability plan with a considerable integration of available program services so that clients can attain career goals by interviewing them to determine and assess employment history, training, education, and career goals; informing clients of labor market and trends; determining client eligibility; approving case expenditures.

Determines and clarifies client interests, abilities, skills, and/or needs for continued counseling, education, and training within the agency and the community by independently planning, administering, interpreting, and applying results of career, interest, aptitude, and skill assessments.

Plans and conducts group and individual counseling sessions to promote independence, identify and reduce client employment barriers; motivate; aid in career adjustment; clarify objectives, interests, skills and abilities; and assist clients in developing and reaching career objectives. This is done using standard counseling methods.

Refers clients to a broad range of other social agencies for special assistance by using knowledge of various agencies and services available.

Provides job placement assistance to customers so that counselees find suitable employment by conducting interviews, initiating job development contacts with employers, and by providing job referral.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Federal, state and departmental laws, rules, policies and procedures sufficient to administer counseling services offered by the agency, maintain required records, and develop reports.

Occupations, local and regional labor markets and trends sufficient to provide information and advice to customers and other staff.

Public, private, and community social services and resource agencies sufficient to provide information and referrals to customers.

Interviewing techniques sufficient to elicit client information to be used in identifying needed assessment, and developing the employability plan; and to teach interviewing techniques to other staff.

A variety of counseling methods and techniques sufficient to plan and conduct successful individual and group counseling sessions.

Ability to:

Direct and monitor counseling-related work of staff.

Plan, administer, interpret, and apply results of career, interest, aptitude, and skill tests in regard to career development.

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Class Specification

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Develop and maintain appropriate relationships with counselees as well as internal and external customers.

Develop and maintain working relationships with employers sufficient to facilitate development of jobs for customers.

Conduct job search workshops, and teach interviewing techniques and resume writing to prepare customers for the realities of searching and competing for jobs.

Est.: 5/69

Rev.: 12/94

Ckd.: 11/91

T.C.: 7/73; 8/00

Former Title(s): Senior Employment
Counselor

Employment Counselor
Senior