

WORK EXPERIENCE SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves determining the eligibility of applicants for work experience programs administered within the Social Services Department. The work involves personal interviews, telephone interviews, review and evaluation of applications, and is performed in accordance with Federal and State laws, regulations, policy, and local procedures. An employee in this class also supervises and instructs participants of an assigned work group. Work groups may consist of economically disadvantaged, public assistance, or hard-to-serve clientele. Instruction, guidance, and direction are provided to participants in order to enhance work ethics and provide for greater skill and experience in securing employment. Duties are performed under general supervision of a senior level staff member with leeway allowed for the use of independent judgement in carrying out the duties of the work. A Work Experience Supervisor does related work as required.

TYPICAL WORK ACTIVITIES:

- Provides information to customers/clients concerning program eligibility requirements and similar services in the community;
- Conducts information-gathering interviews with clients;
- Assists clients in completing applications for assistance;
- Reviews applications and related documents for completeness, accuracy, and consistency;
- Verifies and documents information on applications and related eligibility items;
- Determines client eligibility for various programs and the level of service that clients may receive through a comparison of data on the application and the standards for eligibility for different programs;
- Interviews clients to gather and evaluate information related to prior work experience, education, specific skills, physical, personal, and social background;
- Calls on employers to describe employment and training programs and encourage their participation;
- May instruct clients in job search techniques, life skills instruction, and job retention skills;
- Establishes relationships with employers regarding complaints, problems, and progress of placed applicants;
- Encourages participants to develop good work habits;
- Discusses evaluation with participants in order to reinforce good work habits and to correct poor work habits with the goal of motivating participants to complete the program;
- Records and reports participants' work time to central office.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Working knowledge of interviewing techniques and methods; working knowledge of current agency programs; working knowledge of the common practices, tools, terminology and safety precautions associated with a variety of building trades, landscaping and conservation tasks; working knowledge of community organizations and human service agencies within Cattaraugus County; working knowledge of the cultural, environmental and personal factors affecting economically disadvantaged individuals; ability to read and understand written and quantitative information; ability to perform computations with accuracy; ability to listen and make clear and accurate explanations of requirements in terms understood by clients; ability to elicit responses from applicants and recognize conflicting facts and missing information; ability to work with others in a team environment; ability to maintain confidentiality with client information; ability to plan and supervise the work of others; ability to maintain records; good judgement; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

A.) One year of work experience involving the examination, investigation, or evaluation of claims for assistance, veteran's or unemployment benefits, insurance, or a similar program or service operating under established criteria for eligibility;

OR

B.) One year of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.);

OR

C.) One year of experience in an occupation the primary function of which was the oversight, instruction, or training of personnel.

OR

D.) An equivalent combination of experience as limited by A, B and C above.

NOTE: Study in a regionally accredited college or university or one registered by New York State may be substituted for the experience on a year for year basis.

SPECIAL REQUIREMENTS: Possess and maintain a valid license to operate motor vehicles in New York State and the availability of an appropriate vehicle in meeting the transportation requirements of the job.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 3/29/17