

CLASS SPECIFICATION FOR
Employment Services Supervisor

GENERAL STATEMENT OF DUTIES: Performs supervisory and administrative duties in planning and directing the work of a group of Job Developers; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The supervisory duties of this class distinguish it from the journeyman Job Developer or Social Worker classes. The major portion of the incumbent's time is spent in training, leading and developing the abilities of a group of Job Developers to the end of planning, implementing, advancing and monitoring service programs in the provision of employment services for clients of Social Services. The employee may also carry a client caseload and provide job coaching and employment development services for program clients. Receives general supervision from the Assistant Director of Social Services.

EXAMPLES OF WORK (illustrative only):

- Assigns cases to employees and schedules work according to priority, ensuring equitable workloads;
- Holds individual and group conferences to review cases and problems;
- Maintains necessary records and prepares regular and special reports as required;
- Interprets and clarifies the objectives of the Welfare to Work program for staff and the public and interprets regulation, policy and bulletin changes for employees;
- Reviews social service or employment service plan and guides employees in implementation;
- Provides administrative and programmatic supervision to employment services staff;
- Oversees quality assurance of employment services with all related programs, ensuring accuracy, promptness and adequate coverage;
- Develops written guidelines and procedures for the delivery of services;
- Promotes and maintains good customer service practices, developing and maintaining positive internal and external working relationships and handling difficult or complex client/customer situations;
- May assist Assistant Director in interviewing and selecting personnel;
- Promotes the Welfare to Work program in the community and maintains contact with employees and community resources to coordinate the delivery of services;
- Represents the department in the community and serves on committees and in organizations as appropriate or as required;
- Conducts both long- and short-range program planning;
- May conduct in-service training on employment services and the Welfare to Work program for other agency staff;
- Meets with community groups to discuss programs and resources;
- Participates in community planning for the development of new employment and training resources and assists in overseeing their development;
- Trains new and current employees on individual work assignments and completes performance reviews;
- Evaluates programs, policies and procedures, recommending changes and developing methods to increase service effectiveness and efficiency and other wise encouraging and serving as a role model /leader to supervisees;
- May participate in the establishment and monitoring of contracts and public/private partnerships for job opportunities for clients;
- Aids in the evaluation of new procedures and techniques and encourages employees to develop suggestions for improving methods and procedures;
- Identifies patterns, trends and gaps in employment and services and develops innovative approaches involving community agencies in meeting those needs;
- Holds regular conferences with supervisor, who is informed of the general status of cases, problems and trends;
- Develops and maintains cooperative relationships with ancillary agencies;
- Prepares special and regular reports;
- Performs related work as assigned.

Employment Services Supervisor (continued)

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Extensive knowledge of current social, economic and health concerns; extensive knowledge of casework philosophy, methods and practices; extensive knowledge of public assistance policy and programs; thorough knowledge of the literature in the field of job development and job coaching; considerable knowledge of methods of casework supervision and of staff development practices; proven teamwork development and leadership skills; ability to work effectively with others and to aid them to grow in the constructive use of their capacities; ability to work independently and to supervise and to train others to deal effectively with the public; good platform training skills; proven public speaking skills and ability; good analytical skills; ability to plan and manage work effectively; ability to communicate effectively orally and in writing; ability to interpret laws, policies, and regulations and to make decisions based thereon.

MINIMUM EDUCATION AND EXPERIENCE: Possession of a bachelor's degree in a related field and three (3) years of experience working in job development and/or job coaching, preferably one (1) of which has been in a lead or supervisory capacity; OR, any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.