

WORKFORCE COORDINATOR

Distinguishing Features of the Class: This is an administrative position working under the direction of the Employment & Training Director III, primarily responsible for overseeing the implementation of the Orleans County Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Employment Plan. The incumbent coordinates, monitors and analyzes the components of the plan, including but not limited to: administration; engagement and work preparation; support services; conciliation, sanction and dispute resolution procedures; and disability determinations, documentation and requirements of exempt individuals. The incumbent assists in supervising counseling staff working with TA and SNAP applications and recipients. The incumbent of this position does related work as required.

Typical Work Activities:

- Develops and monitors systems, policies and procedures relevant to the implementation of the Employment Plan in accordance with current Federal and State rules, regulations and policies;
- Reviews case records of employable individuals for program compliance and may advise on identifying goals and barriers to achieve employment;
- Writes and submits reports and plans, including State and locally mandated reports, and analyzes online system reports to assist in gathering statistical data and to ensure all cases are being referred and serviced appropriately;
- Fills the role of liaison with the County Department of Social Services, OTDA Jobs Program, Department of Labor, and other public and private agencies as related to the Employment Plan;
- Functions as liaison with contractors and keeps contractors aware of related program changes, especially as related to participation requirements;
- Assists in negotiating and setting up subcontracts with public or private employers as well as educational institution employment and/or training via WIOA or other sources;
- Develops referral processes, routines and contracts in collaboration and consultation with other stakeholders;
- May provide professional vocational guidance and related services to individuals participating in various aspects of the local Employment and Training Program and maintains written and computerized client service records;
- Facilitates meetings between departments/contractors, as needed, and attends relevant regional meetings, when possible.

Full Performance Knowledges, Skills, Abilities and Personal Characteristics:

- Knowledge of Federal, State and Local Laws, rules and regulations governing Employment & Training Programs particularly as related to Temporary Assistance and Supplemental Nutrition Assistance Program;
- Recognition of the cultural, environmental and personal factors influencing lives of persons who are economically disadvantaged;
- Strong computer skills and ability to collect, organize and interpret information related to the Employment & Training Programs;
- Demonstrated awareness of the concepts of supervision and delegation;
- Ability to establish and maintain effective interpersonal relationships with State program and fiscal staff, counselors, program participants and contractors;

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- Ability to read and interpret moderately complex written materials;
- Ability to effectively communicate verbally;
- Working knowledge of basic counseling practices;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma recognized by the New York State Department of Education, **and either:**

(A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's and one (1) year full time, paid experience in case management, casework, job development and / or analysis, employment counseling/placement, education or in a related position with similar duties; experience in a supervisory capacity preferred; **OR**

(B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and three (3) years full time, paid experience in case management, casework, job development and / or analysis, employment counseling/placement, education or in a related position with similar duties; experience in a supervisory capacity preferred; **OR**

(C) Five (5) years full time, paid experience in case management, casework, job development and / or analysis, employment counseling/placement, education or in a related position with similar duties; experience in a supervisory capacity preferred; **OR**

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

03/04/2016

CLASS: COMPETITIVE