

Job Class Code: 6620	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to assist and support clients in obtaining employment and achieving self-sufficiency. The class is responsible for client assessment, planning, counseling, training, monitoring, and reporting. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Conducts assessments of client employability, and develops and implements employment plans.
- Coordinates and contracts with manpower/public agencies/community for appropriate services for clients and to promote available programs; coordinates, monitors, and evaluates service delivery.
- Assigns client to employment program activities, and monitors progress throughout program participation.
- Conducts group sessions to provide employment skills information and training; provides job counseling and resource matching and referrals.
- Performs case management, maintaining files through data entry, written narratives, and scheduling and sending of appointment letters, notices of sanction, and miscellaneous mail.
- Develops work sites and maintains contact with work site supervisors.
- Provides information to other agency staff to ensure compliance with program requirements; requests information on closed and sanctioned cases for payment reductions for savings to the program.
- Assists clients with placement into unsubsidized employment, providing supportive services when necessary.
- Maintains records for area of responsibility; compiles information/data and prepares periodic and special reports.
- Performs routine office tasks such as typing correspondence, data entry, filing, faxing, telephoning, and photocopying.
- Attends unit, staff, and team meetings to exchange information.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Persuades or influences others in favor of a service, point of view, or course of action; may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents; may use descriptive statistics.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.
Mental Requirements	Performs specialized technical or entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices and uses a wide range of administrative methods in the solution of problems;
Decisions/Supervisory Control	Directs actions of others, making decisions almost constantly, affecting coworkers, clients, and others in the general public.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in sociology, psychology, social work, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of six months of related experience.
Special Certifications and Licenses	None
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

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

Revised 07/21/2020