

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Lead Employment Specialist

Class Code: 010928

Pay Grade: GI

A. Purpose:

Serves as a lead worker and expert resource in an assigned unit by providing training, assistance, and daily advice and guidance in case development to Employment Specialists and Employment Representatives; and manages a case load by providing assessments, job development, placement, work direction, support services, and counseling for individuals in need of specialized placement services and/or individuals seeking and/or receiving assistance from the Workforce Innovation and Opportunity Act (WIOA) to promote work and self sufficiency.

B. Distinguishing Feature:

Lead Employment Specialists assist the supervisor of an assigned unit by providing expert advice and training to Employment Specialists and Employment Representatives, and is responsible for an assigned case load.

Employment Specialists implement job development and placement for participants to include individuals with disabilities or participants with barriers to employment by providing them with case management, establishing and determining plan compliance, initiating action to aid individuals or families to become self sufficient, and counseling program participants.

Employment Representatives deal directly with individuals seeking employment assistance, special program benefits, and access to training programs; and provide assistance to employers in listing job openings and in obtaining applicants for various jobs.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Provides daily work direction, expert advice, and training to Employment Specialists and Employment Representatives to ensure accurate and effective delivery of services.
 - a. Interprets multiple programs' requirements and policies to answer team members' questions and assist them with case development in unusual or challenging cases.
 - b. Assists others to apply what they have read and learned to real life situations.
 - c. Monitors and interprets budgetary and performance data to assist others with the identification of problem areas.
2. Acts as liaison for Core and One-Stop Partners to ensure partnerships continue to benefit all members and their clients.
 - a. Coordinates monthly and quarterly meetings.
 - b. Ensures representation from all agencies as required by the WIOC.
 - c. Maintains database containing records of contact information, previous meeting agendas and minutes, and agency concerns.
 - d. Identifies and recruits agencies and employers to partnerships.
3. Assesses the needs of applicants seeking employment because of a disability or receiving financial assistance from programs and determines necessary action to get participants employed.
 - a. Interviews applicants, identifies specific family needs, and determines if an applicant is eligible for program services, payments, or referral to other programs.

- b. Requests medical information for participant files and the impact of medications on the participant.
 - c. Processes all necessary forms and maintains detailed case records and files.
 - d. Identifies community resources to assist with identified family needs and makes referrals to other agencies/programs for services.
 - e. Prepares for, provides testimony, and attends administrative hearings related to work and compliance issues.
 - f. Determines and initiates diversion services and recommends supportive services payments in lieu of formal applications for TANF program benefits.
 - g. Provides participant information to the Department of Social Services (DSS) for maintenance of common cases.
4. Manages cases to enable participants to maintain or improve their standard of living and become self-sufficient.
- a. Completes an assessment which identifies individual job skills, strengths, and resources as well as limiting factors preventing employment.
 - b. Develops and negotiates a specified time limited Personal Responsibility Plan (PRP) or a Personal Plan (PP) with recipients of benefits.
 - c. Formulates employment plans so applicants set goals and objectives to reach permanent employment.
 - d. Liaisons with mental health counselors about mutual participant's needs.
 - e. Initiates direct services to support participants in employment, vocational education, and training activities.
 - f. Assists in removing barriers such as child care, transportation, and housing.
 - g. Monitors compliance with their PRP/PP through regular contacts with the participant, updates the PRP/PP as circumstances change, and initiates sanctions when participants fail to comply.
 - h. Documents all case management activities.
 - i. Performs follow-up contacts for the specified time with participants whose cases have been successfully closed.
 - j. Makes home visits.
5. Develops and initiates training agreements, employment, and community service placements for individuals that are disabled or receiving benefits to ensure compliance with department guidelines.
- a. Locates work training and community service sites and assesses the feasibility of placement opportunities.
 - b. Negotiates and writes agreements with employers.
 - i. Sets guidelines.
 - ii. Negotiates hours and wage.
 - c. Places individuals in training, work components, or community service sites based on the applicants' skills and abilities and recipient and employer needs.
 - d. Provides job coaching and training to participants.
 - e. Monitors the work of recipients.
 - f. Meets with work area supervisors to determine the effectiveness of placements.
 - g. Counsels recipients and work area supervisors to resolve problems.
 - h. Initiates, schedules, proctors, and evaluates tests and presents workshops and training services for recipients and employers.
6. Provides outreach to local agencies and youth in order to identify and recruit perspective participants and provide employment development opportunities.
- a. Conducts outreach activities through extensive business contacts.
 - i. Promotes department services.
 - ii. Provides labor market information.

- iii. Conducts employer surveys.
 - b. Participates in employment development activities.
 - i. Researches area openings, new employers, and events.
 - ii. Addresses workforce needs based on information gathered.
 - c. Participates in workforce initiatives.
 - i. Markets programs and encourages business partnerships.
 - ii. Educates community and service organizations, schools, and other agencies on programs.
 - d. Performs public relations activities to promote the department's services.
- 7. Provides data for federal, state, and interdepartmental reporting requirements to show individual participation by program components and program expenditures.
- 8. Maintains records of payroll information, project success or failure, and budgetary expenditures to provide statistical records of placement.
- 9. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Labor Field Office Manager. Serves as a lead worker over Employment Specialists and Employment Representatives.

E. Challenges and Problems:

Challenged to provide accurate and effective guidance and advice daily to team members. This is difficult because there are multiple Workforce Innovation and Opportunity Act programs involved and each program has its own policies and procedures which must be interpreted and implemented consistently while considering the individuality of each case; team members have varying levels of work experience so information must be tempered to match skill levels; it requires the incumbent in this position to have a thorough understanding of each program and its purpose. The incumbent must be able to manage a case load, conduct outreach to attract participates and youth populations, and analyze reported data while assisting team members.

Typical problems include locating suitable work, training, and community services site; resolving problems between employers and program participants; identifying family needs; determining diversion services; finding community resources for each participant's needs; work issues; identifying job skills and strengths; family compliance; removing barriers; negotiating agreements; and performing hypothetical determinations.

F. Decision-making Authority:

Decision include complex case management decisions; determining specific participant needs; whether applicants are eligible for services, payments, or referral services; which community resources a participant could use; content of individual assessments; limiting factors preventing employment; time limits for Personal Plans; whether participants are in compliance with plans; work, training, and community service sites for applicants; content of work agreements; how to place participants; the effectiveness of placements; and the content of workshops and training.

Decisions referred include the final approval of contract of agreements, case management decisions that require legal consideration (threats, intimidation, liability, discrimination, etc.); policy/procedural determinations outside the scope of manual or day-to-day activity; personnel issues; final sanctions on participants, and supportive service expenditures.

G. Contact with Others:

Daily contact with participants to give and receive information and to determine and provide services; other state and local agencies to coordinate services; employers and community services to obtain support and services for participants and to monitor participants and give or receive information; and One-Stop and Core partners to coordinate meetings. Frequent contact with outside training providers and a variety of school faculty and students.

H. Working Conditions:

Typical office environment. Travel may be required.

I. Knowledge, Skills and Abilities:

Knowledge of:

- department and program policies, goals, and requirements;
- interviewing, placement, and counseling techniques;
- community resources and support services;
- program eligibility requirements;
- team building techniques.

Ability to:

- prepare clear and concise documentation, reports, and correspondence that reflect relevant facts;
- demonstrate compassion, respect, courtesy, and tact when interacting with others;
- gather and analyze data, reason logically and accurately, and solve problems using common sense, reasoning and resourcefulness;
- actively pay attention, elicit needed information, and communicate information effectively and accurately;
- plan and organize work to meet schedules and deadlines and respond and adjust to multiple demands;
- utilize computerized data systems;
- provide training and work direction to others;
- comprehend, interpret, and apply pertinent program regulations and procedures;
- provide feedback on team and program performance.