

**SOLANO COUNTY  
EMPLOYMENT RESOURCES SPECIALIST III**

Rev. 12/00

**DEFINITION:**

Under general supervision, serves as lead worker and expert resource to other staff; provides expert advise to case carrying staff to assist in the management of integrated cases; performs specialized assignments requiring an advanced level of technical knowledge in both public assistance grant programs and employment services; and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

This is the lead and advanced working level in this series. Incumbents assist the unit supervisor in overseeing and guiding the work of unit staff. Incumbents may also either (1) perform a variety of public assistance grant and employment services appraisal, assessment, plan development, and case management duties necessary to move clients from dependency to self-sufficiency within prescribed time limits or (2) perform formal quality control duties encompassing both public assistance grant and employment services programs or (3) administrative studies of eligibility and employment services programs. Incumbents serve as expert resource staff to assist management in developing, implementing and applying policies, procedures and methodologies related to employment services programs.

This class is distinguished from Eligibility Benefits Specialist III class in the performance of lead/advanced level duties involving the determination of eligibility for public assistance benefits AND the concurrent provision of basic employment services. The Eligibility Benefits Specialist III class performs only lead duties in eligibility-only functions while the Employment Resources Specialist III performs lead/advance level duties in both eligibility and employment services functions.

**EXAMPLES OF DUTIES:**

1. Interviews, advises and guides a diverse population of clients to ascertain employability, isolate barriers to employment, evaluate need for and authorize public assistance benefits, and authorize ancillary benefits/services necessary to mitigate the impact of employment barriers.
2. Conducts complete appraisal of case records to assess clients education, work experience, skills, abilities and job interest and attempts to match them with available employment opportunities.
3. Reviews cases for accuracy and compliance with established policy and procedure.
4. Identifies and presents alternative solutions to client issues and problems such as transportation, financial needs, employee/employer relations, and in setting priorities.
5. Performs case studies to assess problems and develops appropriate types and methods of meeting client needs; works with a multi-disciplinary team to develop an appropriate case treatment plan
6. Provides guidance to case carrying staff in the development of individual employment plans and recommends appropriate referrals to employment, training, and social services.

**EXAMPLES OF DUTIES:** (Continued)

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7. Maintains liaison with other department staff to ensure prompt, efficient provision of services or application of appropriate sanctions.
- 8.. Leads and coordinates the work of other staff and serves as expert resource in one or more areas to guide and assist other staff in employment services activities.
- 9 Interprets and explains regulations, rules, and policies to clients; apprises clients of their rights, responsibilities and eligibility for program participation.
10. May conduct field visits to monitor and investigate progress and compliance by clients with their employment and diversion from problems that hinder employability.
11. Develops and implements employment and training workshops designed to assist clients in obtaining and maintaining employment.
12. Identifies clients out of conformity with employment plan and works with other staff to apply sanctions or to make other efforts to reconcile situation.
13. Inputs necessary information into automated systems, organizes caseload, and takes required action with specific time limits established by regulation and local policy.
14. Serves as liaison with other service providers including other public agencies and professional staff.
15. Consults with and coordinates case management with other staff and service providers.
16. May consult with business, non-profit organizations, and public agencies to develop job opportunities including establishment of agreements and protocols for placement of clients.
17. Arranges for the administration and interpretation of vocational aptitude tests; researches labor market information.
18. Consults with business. service providers, educational entities and other organizations to identify pre-employment knowledge, skills and abilities necessary for effective transition to non-subsidized employment.
19. Evaluates and investigates selected grant-in-aid cases to verify the accuracy and completeness of all statements of fact made by applicants or recipients during initial and continuing eligibility determinations.
20. Conducts formal quality control work including the identification, analysis, and evaluation of a variety of facts and substantiation of pertinent eligibility information.
21. Contacts and interviews applicants, recipients, individual representatives of business or government organizations to verify facts and resolve discrepancies pertinent to the determination of eligibility for public assistance benefits.
22. Prepares written quality control reports with recommendations for corrective action.
23. Maintains a variety of state-mandated quality control statistical, error-rate, and workload records.

**TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; sufficient manual dexterity to perform repetitive motion in various duties such as: key boarding, writing, filing, reaching and grasping above shoulder level; normal eye-hand coordination; body strength sufficient to lift and carry case files; corrected vision to normal range to read fine print and computer screen; corrected hearing to speak and hear sufficiently to communicate clearly over the telephone and in person; ability to use of office equipment including telephones, calculators, copiers, facsimile, computers, and other related peripheral equipment such as printers and scanners.

**TYPICAL WORKING CONDITIONS**

Work is performed in an office environment and includes continuous contact with staff and the public; may be required to enter private homes to make family home visits for purpose of investigation; work may involve stressful situations and includes dealing with erratic and sometimes threatening behavior; may travel to community areas that are potentially dangerous.

**MINIMUM QUALIFICATIONS**

Knowledge of: Laws, rules and regulations governing public funded employment, training and public assistance benefit programs; sources of information necessary to establish eligibility for multiple public assistance benefit and employment programs; principles and techniques of supervision and staff development; community resources providing social, health, nutrition, housing, employment, training, child care, transportation and other necessary client services; general goals and purposes of public social services programs; in-depth interactive interviewing and information gathering techniques; customary practices used in employment training and job placement; hiring trends and practices in the private and public sector; general theory and techniques in career planning, vocational guidance programs and employment guidance; record management, work-load management; quality control, and program review practices; standard office practices and procedures, including filing and operation of standard and automated office equipment; record keeping and case management principles and practices; techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds; and basic computer applications,, systems, coding protocols, input screens and formats related to the work.

Ability to: Lead, direct and train staff; conduct interactive interviews; read, apply, and explain complex regulations, procedures and policies governing multiple public assistance benefit and employment programs; analyze and interpret written numerical, and verbal data from a variety of sources; understand and apply vocational guidance, work-readiness appraisal, employment plan, and assessment theory and concepts; understand and apply methods and procedures for mitigation/reduction of barriers to employment; motivate clients to attain self-sufficiency; draw logical conclusions and make appropriate recommendations, independent judgements and decisions; communicate clear and accurate information regarding clients; organize and prioritize work assignments; conduct case review and evaluations; maintain accurate and systematic records; prepare statistical and narrative reports; use automated technology to maintain records and files; train and guide other staff in the more complex activities; establish and maintain cooperative working relationships with fellow employees, clients and the general public; deal effectively with people from a variety of socio-economic, ethnic, and cultural backgrounds.

**EDUCATION AND EXPERIENCE:**

1. Two years of experience performing duties equivalent to an Employment Resources Specialist II or an Eligibility Benefits Specialist II (Eligibility Worker II) in a California County Department of Social Services, OR

**EDUCATION AND EXPERIENCE: (Continued)**

2. Three years of professional casework experience performing public funded vocational guidance services, employment counseling or placement work.

**AND**

Completion of the equivalent of 30 semester units, 40 quarter units or 45 continuing education credits preferably in behavioral science in sociology, psychology, counseling, vocational guidance or coursework related to the granting of public assistance benefits or the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business school, or employer provided career development training; OR

A bachelor's degree in behavioral science work or a related field may be substituted for one year of the required experience. A continuing education unit is equivalent to point sixty (.60) semester units.

**SPECIAL REQUIREMENTS**

Drivers License: Possession of a valid California Class C Drivers License may be required at the time of appointment. Loss of the Class C Drivers License is a cause for discipline. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Language Proficiency: Some positions allocated to these classes may require bilingual skills.

Assignment Requirements: Some positions in these classes may require work in an out-station location or in a setting with other professionals integrated as a team.

**SUPPLEMENTAL INFORMATION**

Travel: Independent travel may be required.

Child Abuse Reporting: Selectees for employment must as a condition of employment sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.