

Jurisdictional Class: Competitive  
EEO Category: Professionals  
Revised: 01/17/2020

## **WORKFORCE DEVELOPMENT COUNSELOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position provides professional vocational guidance and related services to individuals participating in various aspects of the Workforce Development Program. This is an entry-level position in the field of vocational guidance in the Workforce Development Program. The duties involve the responsibilities of assisting Workforce Development participants in formulating and modifying employability plans which may involve remedial education, work experience, specialized skill training, and related supportive services. The Workforce Development Counselor is called upon to exercise sound professional judgement in formulating and carrying out plans to meet individual vocational problems faced by participants. Work is performed under the general supervision of either a higher-level Counselor or other higher-level administrative staff employee of the agency who, as necessary, offers guidance and instruction on individual problem cases. Supervision may be exercised over the work of support and clerical staff. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Interviews clients to gather and evaluate information related to prior work experience, education, specific skills, physical, personal, and social background to aid in formulating employability or training plans;  
Formulates employability plans for participants of the program;  
Aids clients in obtaining support services as needed;  
Provides information to clients regarding job opportunities, training, or apprentice programs and vocational education;  
Makes contact to discuss problems and progress with clients, training agencies, and employers;  
Maintains and updates client program records, employability plans, and progress reports;  
Visits community groups to promote the use of Workforce Development services;  
Participates in staff meetings and conferences designed to define client goals, problems, and evaluate progress;  
Prepares a variety of narrative as well as tabular reports;  
May administer standardized vocational tests used in the evaluation of participant vocational skills and/or needs;  
May conduct orientation and/or informal informational sessions with client groups regarding career opportunities in the community.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of training and educational programs; working knowledge of concepts of the cultural, environmental, and personal factors influencing the lives of Workforce Development clientele; working knowledge of interviewing practices and techniques; working knowledge of community organizations and human service agencies; working knowledge of sources of job placement; working knowledge of Federal, State, and local Workforce Development rules and regulations, and ability to apply the knowledge in the performance of the duties of the position; ability to evaluate clients' vocational interests and aptitudes; ability to establish and maintain effective interpersonal relationships with clients, employers, and training agencies; ability to prepare, as well as interpret, narrative and tabular reports; ability to communicate effectively orally.

continued...

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in social science, human services, or other area of study structured to prepare individuals in the field of counseling; **OR**
- (B) Satisfactory completion of a minimum of 60 semester credit hours in a regionally accredited or New York State registered college or university, with at least 12 credit hours in social science, human services, or other area of study structured to prepare individuals in the field of counseling, **AND** two (2) years of full-time experience as a Counselor, Caseworker, Employment Interviewer, or other related position with similar duties and responsibilities.

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

**NOTE:** Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

Title changed from "Employment and Training Counselor": 09/18/1997

Revised: 08/31/1994; 09/24/1996; 09/18/1997; 01/07/2016; 03/01/2016; 01/17/2020