PROGRAM SPECIALIST (EMPLOYMENT AND TRAINING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent is responsible for performing administrative and support duties related to workforce development and employment programs in the Department of Social Services. Supervision may be exercised over support and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, develops, and implements program enhancements, policies and procedures designed to enhance workforce development and employment programs;

Interprets procedures and directives related to workforce development and employment programs to insure compliance with departmental, state and federal policies and program objectives;

Prepares workforce development and employment program related Requests for Proposals;

Acts as liaison between District Office staff, service vendors or contract agencies to assure that employment services are provided in accordance with contract provision or purchase agreements;

Participates in the development and testing of automated systems in order to track, record and report operational activities of the division consistent with regulatory and program requirements;

Recommends guidelines and instructions to management and staff concerning employment program and procedure modifications and implementation;

May assist in training and supervising affected employees during the implementation of new or revised programs and procedures;

Monitors the delivery and analyzes employment program services, making recommendations for improvements as necessary;

Responds to audits and reports;

Assists in the development and monitoring of contracts for employment services;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the theory, principles and techniques used in the planning and development of programs related to workforce development and employment; good knowledge of the practices and techniques used in developing and monitoring contracts with agencies for the delivery of job training and job development services; knowledge of community organizations engaged in manpower development and training programs; ability to analyze data and determine sub-grantee progress and compliance; ability to identify problems and formulate solutions; ability to develop reports from statistical data and present findings both orally and in writing; ability to identify training needs in the Westchester County labor market and shortfalls in skills to meet these needs among the unemployed and underemployed; ability to develop and maintain effective working relationships with people at different levels of government and in private industry; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; sound professional judgment; creativeness; initiative; tact and sensitivity to the needs of the unemployed; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a Bachelor's Degree* and three years of professional or support level experience where the primary function of the work was in human resources, social work, counseling, personnel management, workforce or job development, or training.

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree* may be substituted on a year for year basis for up to two years of the above stated experience.

NOTE: Unless noted otherwise, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.