

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

## **SENIOR WORKFORCE DEVELOPMENT COUNSELOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position undertakes special assignments of an advanced nature, and has responsibility for performing more complex vocational guidance functions with individuals participating in various aspects of the Workforce Development Program. Employees in this class work at a more advanced professional level and may be responsible for providing individual or group counseling and/or vocational guidance services to clients, who have more severe or complex personal, social, or vocational problems than those which can be addressed by Workforce Development Counselors. Incumbents in this position are responsible for overseeing the administration of vocational skills and/or needs, and the development of appropriate employability plans. The work is performed under general supervision of either a Senior Workforce Development Coordinator, or other agency administrator, with leeway allowed for more independence of action than that granted to Workforce Development Counselors. Supervision may be exercised over the work of Workforce Development Counselors. 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 need;  
Provides information to clients regarding job opportunities, training, or apprentice programs and vocational education;  
Prepares a wide variety of records and reports;  
Performs vocational guidance functions at an advanced level in areas where clients have special social, adjustmental, or personal problems which could affect program performance or success;  
Trains Workforce Development Counselors in agency intake, eligibility determination, screening, interviewing, and vocational guidance techniques;  
Assists Workforce Development Counselors to evaluate specific or difficult problems and devise solutions;  
Develops needed community resources and maintains working relationships with community groups or programs dealing with Workforce Development and Social Services Programs;  
May supervise a small group of Workforce Development Counselors, and other staff members, engaged in determining eligibility and formulating employability plans for delivery of agency supportive services related to recruitment, placement, and guidance;  
May act as agency coordinator with other community service agencies such as social services, mental health, etc., to provide more comprehensive services to clients;  
May carry out special projects in the areas of vocational research, study, and development;  
May perform specialized follow-up visits to assist in evaluating guidance and program effectiveness related to training and/or job retention;  
May act as a counseling team leader in the absence of a higher-level supervisor.

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**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of training and educational programs; good knowledge of concepts related to cultural, environmental, and personal factors influencing the lives of persons who are economically disadvantaged, low income, or unemployed; good knowledge of interviewing and counseling practices and procedures; good knowledge of community organizations and human services agencies; good knowledge of services provided in a local Workforce Development Program; good knowledge of sources of occupational information related to vocational guidance, training, and placement; good knowledge of Federal, State, and local Workforce Development laws, rules, and regulations; ability to apply the knowledge of performance of duties; ability to evaluate client vocational interests and aptitudes; ability to communicate Workforce Development goals and services to individuals and groups to stimulate their interest; ability to plan and supervise the work of others; ability to work with clients in a variety of counseling and vocational guidance situations; ability to establish and maintain effective interpersonal relationships; ability to understand, interpret and prepare written material; tact and understanding.

**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 for work in the field of counseling, **AND** one (1) year of experience as a counselor, case-worker, employment interviewer, or other related position with similar duties and responsibilities; **OR**
- (B) Satisfactory completion of a minimum of sixty (60) semester credit hours at a regionally accredited or New York State registered college, with at least 12 credit hours in social science, human services, or other area of study structured to prepare individuals for work in the field of counseling, **AND** three (3) years of experience as a counselor, case-worker, employment interviewer, or other related position with similar duties and responsibilities.

**SPECIAL REQUIREMENT:** Certain assignments made to employees in this class will required 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 "Senior Employment and Training Counselor": 09/18/1997

Revised: 09/18/1997; 01/07/2016; 03/01/2016; 01/17/2020