

# Seneca County Job & Family Services

## Position Description

An Equal Opportunity Employer

<b>Employee Name:</b> Vacant	<b>Position Title:</b> Employment Services Worker
<b>PCN:</b> 40042.0	<b>Class Title:</b> Employment Services Worker
<b>Unit:</b> Workforce & Family Services	<b>Employment Status:</b> Full Time
<b>Report to:</b> WFS Supervisor 1	<b>FLSA Status Pay:</b> Non-exempt
<b>Normal Hours:</b> Flexible	<b>Civil Service Status:</b> Classified
<b>EEO Status:</b>	<b>DOT:</b> 195.267-010

### General Description

Interview applicants and recipients for a variety of WFS programs to identify and resolve barriers to employment.

### Education

High School Diploma or GED

### Experience

- Twelve months Workforce and Family Services program experience or
- Eighteen months working in a public contact role within or outside of DJFS or
- Associates Degree in Human Services or Sociology or
- Equivalent course(s) of study

### Equipment Operated

- Computer
- Scanner
- Fax
- Telephone
- Calculator
- Copier
- Vehicles (must have valid Ohio driver's license)

### Inherently Hazardous or Physically Demanding Working Conditions

None

### Essential Functions

- Greets, assists and interviews applicants and recipients
- Explains agency and community programs
- Refers to other community services
- Conducts phone interviews
- Determines initial eligibility for SNAP E&T, PRC, NET, WIOA, and any other applicable programs
- Ensure compliance with local, state, federal rules/laws
- Verifies documentation
- Approves and/or denies applications
- Redetermines eligibility
- Provide linkage to CSEA
- Meets with individuals to discuss employment barriers and training
- Maintains contact with providers
- Answers routine inquiries by phone
- Reports alleged fraud
- Completes reports as required
- Prepares appeal summaries and presents at hearings
- Attends conferences, workshops and trainings to obtain or maintain knowledge of current regulations
- Regular and predictable attendance

### Other Duties and Responsibilities

Performs other related duties as assigned.

## Characteristics

### Knowledge of:

- Agency policies and procedures
- Agency services and office locations
- Interviewing techniques
- Available community resources and labor trends
- Family interactions

### Skills in:

- Organization
- Communication
- Writing
- Typing/Word Processing
- Computer operation
- Public speaking
- Assessment tools

### Ability to:

- Conducts Interviews
- Resolves Problems
- Completes routine forms
- Gathers and documents data
- Works with employers
- Identifies barriers to employment and self sufficiency
- Professionally represents the agency
- Maintains confidentiality
- Maintains accurate records
- Maintains effective working relationships with supervisors and co-workers

*This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of the position description.*

\_\_\_\_\_  
Signature of Appointing Authority

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date