

## CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

### **CAREER SERVICES SUPERVISOR (CONFIDENTIAL/SUPERVISORY)**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **SUMMARY DESCRIPTION**

Under the general direction of the Program Manager, Tri-Valley One-Stop Career Center (TVCC), the Career Services Supervisor works with job seekers, carries a case load, and has oversight responsibilities over Case Managers. The Career Services Supervisor will be primarily responsible for overseeing and participating in the services offered to TVCC job seekers in preparation for returning to the workforce via job placement and occupational training programs.

#### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional duties not listed, but within classification.*

1. Assume responsibility for the development and implementation of services and activities related to providing services to job seekers, including case management and TVCC programs.
2. Oversee the TVCC programs focused on job seekers; ensure current training of support staff; coordinate and communicate any program issues regarding job seekers with the Program Manager.
3. Plan, coordinate, and implement supportive services as determined by program and job seekers needs.
4. Supervise and participate as needed in the assessment, interviews and counseling of job seekers for job readiness through the development of Individual Employment Plan (IEP) to address barriers, goals and steps toward permanent employment.
5. Serve as the responsible supervisor to determine final job seekers' eligibility for federal/state employment & training programs (such as Workforce Innovation and Opportunity Act [WIOA]).
6. Lead and assist with the training and placement efforts of job seekers to achieve career placement success. Provide job seekers guidance on training possibilities and enroll them in training when appropriate.
7. Develop systems to monitor and evaluate program effectiveness; participate in ongoing program review to continually assess effectiveness; implement changes to improve service delivery.
8. Ensure compliance with county and state compliance and reporting requirements; coordinate and participate in the preparation of the required Alameda County Workforce Development reports.
9. Communicate with TVCC Job Developer on job seekers' progress; direct follow up and job retention services for job seekers who have found employment.
10. Working with the Program Manager, develop and implement an outreach plan to seek commitment from the surrounding community and businesses to augment services currently provided to unemployed or under-employed individuals.
11. Participate in the selection of assigned personnel; provide, coordinate training; ensure that staff are regularly trained in current regulations attached to funding sources, as well as appropriate and current uses of technological resources; work with employees to correct deficiencies.
12. Direct, coordinate, and review the work plan for assigned services and activities; assign work activities and projects; monitor workflow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.

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13. Create and lead workshops on various topics including resume writing, job searching, networking, and other workshops to assist with job seekers' job placement and retention success.
14. Provide staff assistance to the TVCC Program Manager; prepare and present updates and other correspondence as appropriate and necessary to Economic Development and Contract Education (EDCD) Department staff.
15. Attend and participate in professional group meetings; maintain awareness of issues, trends, and developments in the field of job search and career growth programs and services; keep abreast of changing technologies and software programs to support job seekers and make recommendations for change as needed. Stay abreast of labor market information (LMI) research to assist job seekers hone their skills and occupational interests.
16. Supervise all job seeker caseload for the TVCC, maintain participant caseload using integrated case management approaches.
17. Perform related duties as required.

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Operations, services, and activities of an employment development program;
2. Job preparation principles and techniques;
3. Current business trends and needs;
4. Federal workforce development programs, including the Workforce Innovation and Opportunity Act (WIOA), as it pertains to Career Centers;
5. Community-based employment programs and services;
6. Pertinent federal, state, and local laws, codes, and regulations including District, state, and federal regulations as they affect employment services;
7. Community outreach and social services and how to access them;
8. Principles and practices of research and report preparation;
9. Principles and procedures of record keeping;
10. Principles of business letter writing;
11. CalJobs online database system;
12. Office procedures, methods, and equipment including standard office computer software such as Microsoft Office Suite including Word, Excel, PowerPoint and Outlook;
13. Interpersonal skills using tact, patience, and courtesy;
14. English usage, spelling, grammar, and punctuation.

**Ability to:**

1. Plan, organize, coordinate, and evaluate programs and projects to meet changing priorities and deadlines;
2. Analyze and assess programs, policies, and operational needs and make appropriate adjustments;
3. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals;
4. Select, train, and evaluate staff; supervise, direct, and coordinate the work of lower level staff;
5. Understand the organization and operation of the District and EDCE Department and of outside agencies as necessary to assume assigned responsibilities;
6. Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable county, District and Alameda County Workforce Development Board (ACWDB) policies and regulations;

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7. Develop and present effective presentations, training, and workshops to the job seekers and constituents;
8. Communicate clearly and concisely, both orally and in writing;
9. Collect data for reporting purposes and prepare clear and concise oral and written reports;
10. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications;
11. Establish and maintain effective working relationships with those contacted in the course of work;
12. Work independently and as part of a team;
13. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

**Minimum Education & Experience** - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

**Education/Training:**

Bachelor's degree in Social Work, Counseling, Communications or related field.

**Experience:**

Five years' experience providing vocational and/or pre-employment counseling and case management in a multi-service setting that demonstrates knowledge of the Workforce Innovation & Opportunity Act (WIOA), and related governmental regulations.

**License or Certificate:**

Possession of an appropriate valid driver's license.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with some travel to different sites and locations.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Adopted by Board of Trustees on: 3/20/20

Effective: 3/23/20

Job Family: Confidential Supervisory