** County of Contra Costa**

**Workforce Services Specialist**

**CLASS CODE**

XANA

**SALARY**

$48.41 - $58.84 Hourly

$8,391.23 - $10,199.60 Monthly

$100,694.76 - $122,395.20 Annually

**BARGAINING UNIT**

Local 21 - Non-Supervisory Management

**REVISION DATE**

December 21, 2021

**Definition**

**Bargaining Unit: Local 21 - Non-Supervisory Management**

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

Under general direction, plans and performs administrative staff work within the Employment and Human Services Department (EHSD) in the Workforce Services Bureau (WFSB), the Workforce Development Board (WDB), or other major divisions and programs, including but not limited to, CalWORKs, CalFresh, Medi-Cal, and/or Welfare to Work programs; serves as a point of contact and external representative on policies, programs and services; makes recommendations on policies, programs, and/or administrative issues which could  significantly affect the ability of EHSD, WFSB, WDB, or other service providers that partner with Contra Costa County systems to achieve their strategic goals and objectives; and performs related work as required.

**Distinguishing Characteristics**

The Workforce Services Specialist is distinguished by its responsibility to function as a staff generalist with a high-level of external contact in support of public assistance benefits, programs or economic and workforce development.   Workforce Services Specialists may provide administrative direction to subordinate staff.

The Workforce Services Specialist is distinguished from the classification of Division Manager in that the latter, either directly or through subordinate supervisors, is responsible for planning, directing, coordinating and controlling the operational activities of a major programmatic or administrative division of EHSD.  It is further distinguished from the classification of Social Service Program Analyst in that the latter performs a variety of analytical and administrative duties related to one or more EHSD programs.

Dependent upon assignment, positions in this class will report directly to the Workforce Services Bureau Director, or Workforce Services Bureau Division Managers, or the Workforce Development Board Executive Director, EHS Deputy Bureau Director.

**Minimum Qualifications**

**License Required:**Candidates must possess a valid California Motor Vehicle Operator’s license. Out of state valid motor vehicle operator’s license will be accepted during the application process.

**Education**: Possession of a Bachelor’s degree from an accredited college or university with a major in business or public administration, social or behavioral science or a closely related field.

**Experience:**Four years of full-time experience, or its equivalent, having responsibilities for the administration of an economic or workforce development program, in an employment and training program or in a social service program in a direct client service environment. Two years of the required experience must have included responsibilities providing administrative direction to subordinate staff or performing analytical duties.

**Substitution for Education:** Completion of 60 semester units or 90 quarter units at an accredited college including 12 semester units or 18 quarter units in psychology, sociology, social welfare, public administration, business administration or a closely related field, and two (2) additional years of required experience listed above may be substituted for the required education.

**Substitution of Academic Major**: One (1) additional year of qualifying experience may be substituted for the required academic major.

 **Substitution for Experience:** Possession of a Master's degree from an accredited college or university with a major in social welfare, business administration or public administration or a closely related field may be substituted for one year of the required experience.

**Knowledge, Skills, and Abilities**

**Knowledge of:**

* Communication theory and presentation techniques
* Techniques used to analyze complex situations, generate alternative solutions and recommend appropriate solutions
* Adult learning theory and employee training and development techniques
* Organizational and administrative concepts pertinent to economic development, employment and training, and/or public assistance programs
* Available resources to facilitate economic and workforce development efforts
* Applicable state, federal and local laws, regulations and funding sources related to economic development, Welfare to Work, and public employment and training programs and/or public assistance programs
* Basic statistical data presentation methods
* Goals and objectives of workforce development and /or public assistance programs
* Private and public sector business practices
* MS Office or equivalent software programs
* Program development analysis

**Ability to**:

* Represent effectively EHSD, WFSB, and/or WDB, with other departments, public agencies, service providers, employers, community groups and the general public
* Develop and effectively utilize all available resources to achieve strategic objectives
* Interpret and apply complex laws and regulations to various situations and to formulate policy and procedure recommendations
* Clearly and effectively communicate ideas and information both orally and in writing
* Make effective presentations and to facilitate discussions with diverse groups of varying sizes
* Gather and analyze, or direct the analysis of, complex economic and workforce development issues and data and to recommend or develop appropriate solutions and project impact of decisions on service delivery
* Design and implement effective training programs in response to needs assessments and to establish learning objectives with which to measure training effectiveness
* Prepare clear and concise correspondence, reports and recommendations on complex policy, regulatory, analytical procedural and/or program issues
* Develop and maintain effective working relationships with staff, regional employers, service providers, staff of other agencies, and members of community groups and the general public
* Analyze budgets and fiscal reports
* Develop teams and integrated systems and lead them in meeting outcomes
* Communicate with various fiscal and accounting professionals and make recommendations to EHSD, WFSB, and/or WDB

**Typical Tasks**

Dependent upon assignment, incumbents may perform all or part of the following:

* Represents EHSD, WFSB, and/or WDB, as high-level staff support on various policy, advisory, community and/or regional committees and groups
* Collaborates with staff, agencies, and service providers to develop strategically effective programs, to ensure consistent application of policy, coordinate efforts, provide information and enhance communication
* Formulates recommendations, for overarching policies, to guide programs and services offered by system agencies and contractors in partnership with EHSD, WFSB, and/or WDB
* Develops and recommends long and short-term plans to achieve overall strategic goals and objectives
* Gathers and analyzes, or directs the analysis of, public assistance and/or workforce development policies and procedures including analysis of business processes
* Recommends, or develops, appropriate solutions and forecasts impact on decisions, public assistance, or workforce development service delivery
* Consults with employers and their workforce, to assess and identify resources and service needs to prevent closure or downsizing, ease the economic impact on employees and the community, provide resource information, and make referrals as appropriate
* Consults with employers and/or EHSD managers to assess training and development needs for their workforce, identifies training resources to meet assessed needs or develops and implements training programs as appropriate
* Consults with employers, service center providers, and/or EHSD managers, concerning facilities needs and modifications and ongoing facility operations
* Develops and administers policies guiding the development and activities of EHSD, WFSB, and/or WDB and its committees, including required compliance or certification processes
* Provides staffing and budget analyses for respective bureau, division or program
* Reviews and tracks program or bureau outcomes and performance measures to ensure that objectives are met
* Collaborates with contracts analysts on terms, conditions and scope requirements of service provider contracts and reviews and approves payment of invoices based on contractual agreements
* Plans, coordinates and implements marketing efforts to develop employer and community awareness of the programs and services provided by  EHSD
* Reviews new and pending legislation and reports for EHSD and relays trends and best practices in workforce systems and public assistance benefit programs and operations
* May plan, organize, and review the work and performance of assigned staff
* Participates in and/or conducts meetings
* Recommends and/or provides requisite training
* Prepares reports and correspondence relating to all aspects of the assignment

**Interested parties should submit cover letter and resume to:**

Maureen Nelson, mnelson@ehsd.cccounty.us