

Class Code: 765  
City of Anaheim  
Class Specification

Classification:  
WORKFORCE CENTER ASSISTANT

DEFINITION:

Under general supervision, provides vocational counseling, supportive services, job referral/placement assistance and work experience and training referrals for Community or City sponsored job training programs (to include assignments within the Summer Youth Employment Program); monitors participants, performs community outreach and is responsible for statistical reporting to ensure program compliance and effectiveness.

TYPICAL DUTIES:

Identifies individual service strategy (ISS) through diagnostic evaluation and assessment to establish vocational/educational goals, current needs and abilities for most appropriate training referral.

Conducts eligibility interviews; provides information on available services and continuous direct counseling services.

Provides on-going case management, measures participant progress and identifies areas of needed improvement by completing regular and periodic Employability Development Plan updates.

Contacts employment resources (employers) through cold calling by phone, or on site contact, to sell and market the WIA programs and generate job orders.

Negotiates on-the-job (OJT) contracts to meet clients needs that coincide with training plans.

Assist youths and adults in obtaining unsubsidized employment by providing job search, referral assistance and job development services.

Evaluates participant progress throughout training and ensures compliance with program policies and labor laws by monitoring worksites on a regular basis.

Informs worksite agencies regarding workforce incentive act concept, payroll procedures, program rules and regulations, Civil Rights and program goals by providing participant and supervision orientation.

Maintains adequate applicant flow for training programs by performing community outreach and recruitment through presentations at community centers, schools and social service agencies; and by updating waiting lists through telephone calls and correspondence.

Provides management with program data for monitoring contractual program performance by preparing weekly/monthly statistical program reports.

Maintains appropriate records of referrals and the basic for such.

Performs other job related duties as required.

MINIMUM REQUIREMENTS:

Experience in: Employment and training programs to include interpretation of diagnostic evaluation, job development and case management.

Knowledge of: Job development, diagnostic evaluation, interviewing and counseling techniques; community employer base; labor market trends; private industry/business hiring process; support services throughout the community; and outreach and recruitment activities; and personal computer literacy is desirable.

Ability to: Analyze and evaluate work, set priorities and make decisions; develop, research and identify potential resources (companies and community service providers); communicate effectively in selling and marketing WIA programs; make presentations before large and small groups; assist and understand the needs of multi-cultural/ethnic groups; write simple reports related to WIA activities; speak clearly; and establish and maintain effective relationships.

NOTE: Possession of or ability to obtain an appropriate valid California Driver's License by date of appointment.

Supervision Received: Works under supervision of the Workforce Center Supervisor who gives direction and reviews work in progress and completed work.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Unit of Representation - AMEA General  
Former Job Class - JTP Assistant  
Revised - 8/3/84 - V. Kilmurray  
Revised - 3/91 - V. Kilmurray  
Revised - 7/93 - C. Harris  
Revised - 2/95 - E. Cruz  
Revised - 11/00 - P Saldivar  
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