

EMPLOYMENT SERVICES PROGRAM SPECIALIST

DESCRIPTION: Under limited supervision, plans, coordinates, and monitors Job Services programs to include policy making, training preparation, and dissemination of program information; performs related work as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Compiles, analyzes, and summarizes demographic, financial, resource, and other program and service needs information to facilitate program development and evaluation, to maintain a data base for planning and evaluating projects, and to use in providing current information to agencies, administrative members, and the public.

Identifies and evaluates goals, needs, and/or service activities of programs to determine the kind and quality of existing activities, to assess the impact of available or needed services, and to monitor and certify programs for compliance with existing policies and standards.

Trains and advises other agency program staff in program planning/implementation, policies and guidelines, and other program areas to facilitate the improvement of performance levels of employees through exposure to job knowledge and abilities necessary to perform the work, to monitor/evaluate employee performance, and to answer questions which other employees cannot or may not explain.

Compiles resource materials and statistical data to facilitate responding to requests for information and to facilitate conducting research and data analysis.

Confers with agency staff and representatives of State, local, and federal agencies and organizations to exchange information on analysis activities, research findings, and other data pertinent to programs.

Develops and explains programmatic and statistical reports and/or articles to agency staff, and the regional and national offices of the U.S. Department of Labor to document program information and to communicate research and/or evaluation findings.

Promotes Job Service programs to groups to enable them to become aware of available services and to foster good public relations.

Develops handbooks, guides, videos, and other materials to assist local office staff in carrying out program functions.

Answers questions and explains programs to employers, local area staff, other governmental employees, and the general public to provide technical assistance and promote goodwill.

Develops, in conjunction with other staff, program evaluation monitoring systems to facilitate the evaluation of programs in accordance with State and federal legislation and established agency policy.

Conducts on-site evaluations of local Job Service offices to determine the appropriateness and effectiveness of the fiscal, administrative, programmatic, and planning aspects of Job Service programs,

C70410 - EMPLOYMENT SERVICES PROGRAM SPECIALIST (continued)

to identify deficiencies within agency operations, to recommend actions for eliminating deficiencies, and to comply with State and federal requirements.

FULL PERFORMANCE KNOWLEDGES, ABILITIES, AND SKILLS REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: State and Federal Employment Security laws; the program regulations, rules, guidelines, directives, policies, systems, and operating procedures of the Nebraska Job Service and of those agencies/organizations with which programs are shared; labor market trends, occupational needs, and the economy of Nebraska; Job Service automated systems; problem solving techniques; program supervision; public relations; marketing.

Ability to: plan and organize the implementation of Job delivery of program services; monitor and evaluate the delivery of services within assigned programs; understand and promote agency goals; operate the computer system; provide technical assistance; develop program goals and objectives; negotiate and develop directives, policies, and guidelines; provide group and individual training.

ENTRY KNOWLEDGES, ABILITIES, AND SKILLS REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: principles and practices of management; economic conditions in Nebraska; techniques of in-service training; the programs responsible for; statistics.

Ability to: interact with varied groups and individuals to establish and maintain working relationships; interpret regulations and procedures pertinent to assigned programs; communicate orally and in writing.

JOB PREPARATION GUIDELINES: (Entry knowledge, abilities, and/or skills may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

Post high school coursework/training in: public or business administration or social/behavioral sciences.

OR

Experience in a human services agency, organization, or program with responsibility for program planning and development and/or staff development.

OR

Experience in the delivery of employment and/or training services.