

Jurisdictional Class: Competitive
Adopted: March 31, 2025

SENIOR EMPLOYMENT AND TRAINING INSTRUCTOR

DISTINGUISHING FEATURES OF THE CLASS: This is a professional level administrative position with responsibility for carrying out administrative duties related to program coordination, monitoring, and analysis of employment and training programs. The work is performed under the general supervision of the Coordinator of Staff and Organizational Development with considerable leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over the work of subordinate staff, particularly those involved in the Summer Youth Employment Program (SYEP). The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Audits New York State required trainings for Social Services staff on a quarterly basis, manually enters trainings into applicable tracking systems, and provides information to accounting staff for cost analysis;
Prepares all Social Services/University contracts related to staff training and updates letters, budgets, and numbers annually;
Organizes the logistics of all in-person staff training and maintains the staff training database;
Processes all travel requests pertaining to trainings for staff training, meetings, and conferences, including reimbursement requests as applicable, maintaining travel budget, and anticipating travel costs;
Coordinates Caseworker training schedules;
Assists with onboarding of new hires in eligibility units (Clerks, Social Welfare Examiners, and Senior Social Welfare Examiners) by providing an overview of programs used, training on customer service, email etiquette, and basic computer functions;
Creates step by step guides for handling of cases and maintains guides based on updated guidance;
Creates guides for leadership with basic expectations and goals for staff; streamlines communication on resources/information/mandates from one source as a baseline for all basic processes;
Provides needs assessments with input from leadership to target improvement areas in staff;
Provides one on one training to new employees to create a foundation of knowledge and familiarity with programs, including hands on training through mock case documentation.
Collaborates with supervisors to create goals for improvement and strengthening team competence;
Assists with providing input to Services Integration Team (SIT) on staff performance to meet staff goals;
Oversees the Summer Youth Employment Program (SYEP), including coordination with area school districts and other referral sources for at-risk teens, coordination of sites for job placement, and interviewing eligible youth;
Onboards and supervises Summer Employment Counselors to assist with oversight of youth involved in SYEP;
Orients youth involved in the Summer Youth Employment Program to employment expectations and provides workplace related training;
Coordinates visitations to SYEP job sites and troubleshoots any issues pertaining to participating youth;
Completes all reporting required by New York State pertaining to SYEP funding;

Senior Employment and Training Instructor

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of labor and poverty economics and social science concepts related to poverty and unemployment;

Good knowledge of the methods and techniques utilized in the development of job and/or training opportunities;

Working knowledge of the principles and practices of supervision;

Ability to read and interpret moderately complex written materials;

Ability to express oneself orally and in writing;

Ability to understand oral and written directions;

Skill in collecting, organizing, analyzing and interpreting narrative, as well as tabular information;

Ability to establish and maintain effective working relationships with participants, private, and governmental agencies and labor groups.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in public or business administration, industrial or labor relations, economics, political science, social science, human services, education, or related field and six (6) months of experience in job or employment planning, development, or analysis; personnel counseling or placement; public or business administration; or
- (b) Satisfactory completion of at least sixty (60) semester credit hours in a regionally accredited or New York State registered college or university with at least twelve (12) semester credit hours in any of the areas described in (a) above and two (2) years of experience as defined in (a) above; or
- (c) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (a) above; or
- (d) An equivalent combination of training and/or experience as defined by the limits of (a), (b), or (c) above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.