



CLASSIFICATION NO. 281

Established: 1/93

Revised: 12/07, 7/17, 1/21

FLSA: Exempt

EEO: 2

## **EMPLOYMENT AND TRAINING SERVICES MANAGER**

### **CLASS CHARACTERISTICS**

Under direction, to plan, organize and manage the activities and personnel of workforce programs; to develop program policies and conduct long range planning and program evaluation; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

Children, Family, and Community Connections (CFCC) is a division within the Department of Health, Housing and Human Services. CFCC provides workforce development, business productivity, weatherization, and youth wellness services for the people of Clackamas County. Programs include Healthy Families, Teen Prevention Programs, Weatherization and Energy Education, Family Resources, and services for employers and employees.

The Employment and Training Services Manager is responsible for policy and program development to coordinate diverse services to clients, community agencies and private sector businesses. Incumbents manage daily program activities directly or through staff and are responsible to develop and maintain positive community partnerships in order to offer customized employment services for Clackamas County residents.

The Employment and Training Services Manager differs from the Human Services Manager due to the the specialized nature of employment and training programs provided.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Plans, assigns and manages program services and project activities; develops work plans and schedules; sets case load limits; monitors and evaluates program effectiveness in meeting established objectives; develops quality assurance standards and implements review process.
2. Develops and implements program policies, procedures and guidelines within department and legal standards; reviews, interprets and clarifies relevant statutes, regulations and department policies; assists in development of division policies and strategies to coordinate delivery of training and program services.
3. Hires and directs professional, administrative and temporary support staff to provide quality service to citizens and County staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments.

4. Provides direction and consultation to staff, employers and businesses on complex technical, procedural and policy issues; makes or reviews decisions on difficult case problems, eligibility issues and program terminations; investigates and responds to complaints and grievances from clients, employers and other agencies.
5. Designs and administers vocational, pre-employment and employer training programs, activities and workshops; performs caseload management functions.
6. Participates in preparing and administering budgets, grant proposals and cooperative agreements; reviews and authorizes contract billing and prepares narrative for quarterly reporting, work experience agreements and program expenditures; researches and develops proposals for additional funding and personnel; gathers and analyzes program statistical data and other information; sets spending limits per client and reviews expenditures authorized by subordinates.
7. Coordinates and promotes program/project activities and referral services with community and government agencies and County human service programs; participates in state and local collaborative partnership projects; staffs advisory councils, task forces and committees.
8. Oversees and conducts public relations, outreach and job development activities; provides program information and develops resources within community and private organizations, businesses and the public; reviews and prepares flyers, brochures, newsletter articles, classified advertisements, press releases and correspondence.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Federal and state employment and training regulations, guidelines and program policies; principles, methods and community resources in specific area/field relevant to assigned program; principles and practices of public administration, including organization design, budget/grant administration and personnel management; participative management theories; needs of individuals with limited economic and social resources; case management methods and techniques.

Skill to: Plan and coordinate workforce programs; effectively develop and utilize available staff, program and community resources; communicate effectively, both orally and in writing; interpret and apply regulations, rules and policies; gather, evaluate and interpret data; prepare reports, grant and contract documents and case narratives; negotiate contracts and agreements; direct staff in continuous efforts to improve quality productivity and effectiveness; incorporate team participation in decision making; respond to changes desired by citizens and County staff; establish and maintain effective working relationships with clients, community, private and government agencies, businesses, County employees and the public.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of seven (7) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

**PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.