



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
www.ontariocountyny.gov ~ ~ (585) 396-4465

Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

JOB OPENING NOTICE

JOB POSTING #: _____ **POSTING DATE*:** FROM: _____ TO: _____

JOB TITLE: _____

RATE OF PAY: _____

LOCATION: _____

NOTE: Candidate will be initially appointed on a provisional basis pending a civil service exam to be held later. To gain permanent status, the candidate must apply for the next exam and be successful according to the [Rule of Three](#).

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

APPLICATION DEADLINE / LAST FILING DATE*: _____

* Last filing date established for an announced exam always supersedes posting date.

HOW TO APPLY: All applications must be received through the [Ontario County Civil Service Employment Portal](#).

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status, disabilities or, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

SUPERVISING WORKFORCE DEVELOPMENT COUNSELOR

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS – OPEN-COMPETITIVE: Either:

1. Possession of a Bachelor's Degree, or higher, in the Social Sciences, Human Services, Human Resources, or a closely related field of study specifically structured to prepare individuals for work in the field of counseling, AND three (3) years of full-time paid experience, or its part-time equivalent, as a counselor, caseworker, employment interviewer, or other closely related position with similar duties and responsibilities, one (1) year of which must have been in a supervisory capacity; OR
2. Possession of an Associate's Degree in the Social Sciences, Human Services, Human Resources, or a closely related field of study specifically structured to prepare individuals for work in the field of counseling, AND five (5) years of full-time paid experience, or its part-time equivalent, as a counselor, caseworker, employment interviewer, or other closely related position with similar duties and responsibilities, one (1) year of which must have been in a supervisory capacity; OR
3. Graduation from high school or possession of a high school equivalency diploma AND seven (7) full-time paid work experience, or its part-time equivalent, as a counselor, caseworker, employment interviewer, or other closely related position with similar duties and responsibilities, two (2) years of which must have been in a supervisory capacity;
4. An equivalent combination of education/training and experience as defined by the limits of (1), (2) and (3) above.

SPECIAL NOTE: EDUCATION: 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.

MINIMUM QUALIFICATIONS – PROMOTIONAL: Must possess in the Ontario County Department of Social Services Workforce Development; EITHER:

1. One (1) years of Permanent Competitive status as a Senior Workforce Development Counselor; OR
2. Two (2) years of Permanent Competitive status as a Workforce Development Counselor; OR
3. Three (3) of Permanent Non-Competitive status as a Workforce Development Counselor (HELP Program)
4. A combination of (1), (2), and (3) above which equals no less than three (3) years of service in the Ontario County Department of Social Services Workforce Development.

SPECIAL REQUIREMENT FOR APPOINTMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

SUPERVISING WORKFORCE DEVELOPMENT COUNSELOR

DISTINGUISHING FEATURES OF THE CLASS: This is a professional supervisory position involving responsibility for supervising and coordinating Workforce Development program services and related program activities. The work involves reviewing client cases and employability plans, monitoring participation and compliance activities, interpreting Workforce Development program rules and regulations, and coordinating services with employers, training providers, community organizations, and other agencies. The work is performed under the general supervision of a higher-level administrative employee with considerable leeway allowed for the exercise of independent judgment in carrying out assignments and supervising staff. Supervision is exercised over the work of Senior Workforce Development Counselors, Workforce Development Counselors, and para-professional, clerical, and support staff assigned to Workforce Development. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Supervises and coordinates the activities of the Workforce Development staff;
 Provides in-person guidance and assistance to staff regarding difficult client cases, employability plans, participation requirements, and Workforce Development services;
 Assigns and reviews client cases and related work activities to ensure timely and effective service delivery;
 Reviews selected client cases and recommends appropriate vocational activities, supportive services, training opportunities, and employability plans;
 Monitors participation and engagement activities to support compliance with Federal, State, and local workforce participation requirements;
 Interprets and applies Federal, State, and local Workforce Development laws, rules, regulations, policies, and procedures;
 Evaluates staff performance and provides guidance, training, and support for professional development;
 Conducts staff meetings to communicate policy changes, program updates, operational concerns, and agency initiatives;
 Assists in the development and implementation of agency policies, procedures, and operational guidelines related to Workforce Development services;
 Develops and maintains cooperative working relationships with employers, training providers, educational institutions, community organizations, and governmental agencies;
 Assists subordinate staff in resolving difficult participant issues involving employment barriers, participation compliance, or supportive service needs;
 May oversee vocational assessments and employability evaluations used in determining participant service needs;
 Prepares and reviews narrative, statistical, and compliance reports related to program activities and participation requirements;
 May represent the agency at meetings with governmental agencies, employers, educational institutions, and community organizations;
 Maintains records and documentation utilizing local and statewide computer systems.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of interviewing and counseling practices and procedures;
 Thorough knowledge of Federal, State, and local Workforce Development Laws, Rules, and Regulations, and ability to apply the knowledge in performance of duties;
 Good knowledge of concepts related to cultural, environmental, and personnel factors influencing lives of persons who are economically disadvantaged, low income, or unemployed;
 Good knowledge of community organizations and human services agencies;

SUPERVISING WORKFORCE DEVELOPMENT COUNSELOR

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
(Continued)

Good knowledge of services provided in a local Workforce Development Program;
Good knowledge of sources of occupational information related to vocational guidance, training, and placement;
Ability to evaluate client vocational interests and aptitudes;
Ability to communicate Workforce Development goals and services to individuals and groups and stimulate their interest;
Ability to communicate effectively in English both orally and in writing;
Ability to plan and supervise the work of others;
Ability to work with clients in a variety of counseling and vocational guidance situations;
Ability to establish and maintain effective interpersonal relationships with a wide variety of people;
Ability to understand, interpret and prepare written materials and reports;
Ability to work as part of a team and assume a leadership role;
Tact and Courtesy; Good judgment;
Physical condition and mental capacity commensurate with the demands of the position.

APPROVED: JUNE 4, 2026

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

JURISDICTIONS: COUNTY

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES