



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

POSTING DATE*: FROM: 8/17/2026 TO: 8/26/2026

JOB TITLE: Senior Workforce Development Counselor (Promotional) (Pending)

RATE OF PAY: \$68,679.00-\$85,195.50

LOCATION: Ontario County Department of Social Services

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

Must possess in the Ontario County Department of Social Services Workforce Development; EITHER:

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

APPLICATION DEADLINE / LAST FILING DATE*: 8/26/2026

* 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.

Rev. 7/16/2016

SENIOR 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 one (1) year 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; 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 three (3) years of full-time paid experience, or its part-time equivalent, as described in (1); OR
3. Graduation from high school or possession of a high school equivalency diploma AND five (5) years of full-time paid experience, or its part-time equivalent, as described in (1); OR
4. An equivalent combination of training and experience as defined by the limits of (1), (2) and (3) above.

NOTE: A minimum of one-year full-time, paid experience is required. Post high school education in the areas defined in (1) can be substituted for up to only four years of experience on a year-for-year basis.

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 Workforce Development Counselor; OR
2. Two (2) years of Permanent Non-Competitive status as a Workforce Development Counselor (HELP Program); OR
3. A combination of (1) and (2) above which equals no less than two (2) 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.

SENIOR WORKFORCE DEVELOPMENT COUNSELOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent has responsibility for performing more complex vocational guidance functions with individuals participating in various aspects of the local Workforce Development Program. Employees in this class work at an advanced professional level in a local Workforce Development Agency. They may be responsible for providing individual or group counseling and/or vocational guidance services to Workforce Development clients who have more severe or complex personal, social, or vocational problems than those which can be addressed by Workforce Development Counselors. Incumbents in this position are responsible for overseeing the administration of vocational tests for the evaluation of participant's vocational skills and/or needs, and the development of appropriate employability plans. An incumbent may oversee the work of Workforce Development Counselors engaged in the routine screening and vocational testing activities and/or non-professional staff assigned to a small unit or on special assignment. The work is performed under general supervision of an agency administrator, with latitude allowed for more independence of action than that granted to Workforce Development Counselors. The incumbent in this position does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Performs in-person vocational guidance functions at an advanced level in areas where clients have special social, adjustment, or personal problems which could affect program performance or success;
 Trains Workforce Development Counselors in agency intake, eligibility determination, screening, interviewing, and vocational guidance techniques;
 Assists Workforce Development Counselors to evaluate specific or difficult problems and devise solutions;
 Develops needed community resources and maintains working relationships with community groups and programs dealing with Workforce Development Training Program;
 May supervise Workforce Development Counselors and other staff members engaged in determining eligibility and formulating employability plans for delivery of agency supportive services related to recruitment, placement, and guidance;
 May supervise the administration of standardized vocational testing procedures used in the evaluation of CETA participant vocational skills and/or needs;
 May act as agency coordinator with other community service agencies, such as social services, mental health, private hospitals, etc., to provide more comprehensive services to clients;
 May carry out special projects in the areas of vocational research, study, and development;
 May perform specialized follow-up visits to assist in evaluating guidance and program effectiveness related to training and/or job retention;
 May act as a counseling team leader in the absence of a higher-level supervisor;
 May serve as a liaison for policy coordination between counseling and other staff employees of the agency;
 Prepares a wide variety of records and reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

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 interviewing and counseling practices and procedures;
 Good knowledge of community organizations and human services agencies;
 Good knowledge of services provided in a local Employment and Training Program;
 Good knowledge of sources of occupational information related to vocational guidance, training, and placement;
 Good knowledge of Federal, State, and local Workforce Development Laws, Rules, and Regulations, and ability to apply the knowledge in performance of duties;
 Ability to evaluate client vocational interests and aptitudes;

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SENIOR WORKFORCE DEVELOPMENT COUNSELOR

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

Ability to communicate Workforce Development goals and services to individuals and groups and stimulate their interest;

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;

Ability to understand, interpret and prepare written materials;

Tact and Understanding;

Physical condition commensurate with the demands of the position.

AMENDED TITLE: APRIL 27, 2011

REVISED: DECEMBER 31, 2020; 6/4/26

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

JURISDICTIONS: COUNTY

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES