NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR

Date: February 25, 2015

Re: Notice of Proposed Classification Actions –Final Notice No. 38 FY 14/15 (copy attached).

Pursuant to completion of discussion with the Service Employees International Union, Local 1021 regarding this classification action, the classification action contained in the above referenced notice became effective February 25, 2015.

Micki Callahan
Human Resources Director

by:

Steve Ponder
Classification and Compensation Manager
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Support Services
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Drew Murrell, Controller/ Budget Division
Alex Koskinen, Controller/ Budget Division
E-File
NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 38
Fiscal Year: 2014/2015
Posted Date: 02/02/2015
Reposted Date: 02/17/2015

AMEND THE FOLLOWING JOB SPECIFICATION(S): (Job specification(s) attached.)

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<tr>
<td>1</td>
<td>9703</td>
<td>Human Services Agency Employment &amp; Training Specialist II</td>
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<td>2</td>
<td>9704</td>
<td>Employment &amp; Training Specialist III</td>
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<td>4</td>
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<td>Employment &amp; Training Specialist V</td>
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Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

For additional information regarding this proposed classification action, please contact Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


cc: All Employee Organizations
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    E-File
INTRODUCTION
Under supervision, provides services to clients including case management, development and implementation of individual training and employment plans, and progress monitoring. May perform entry level work in the areas of program monitoring and operations, evaluation and planning, contract preparation and administration, and special employment related projects.

DISTINGUISHING FEATURES
This class utilizes the deep class concept and encompasses multiple levels of responsibility from entry through the fully-experienced journey level. Incumbents with little or no experience in the duties of the class perform beginning-level work and perform at increasingly higher levels of responsibility that require a commensurate higher degree of ability and initiative as experience is gained.

This class is distinguished from the 2905 Human Services Agency Senior Eligibility Worker in that the 2905 determines client eligibility for public assistance programs and certifies for reimbursement under the terms of various social services programs. This class is distinguished from the 2918 Human Services Agency Social Worker in that the 2918 performs a variety of social work duties including client management and continuing client investigation and processing for various social service programs for the Human Services Agency. This class is distinguished from the 9704 Employment & Training Specialist III in that the 9703 Specialist II provides routine services that are less technical and tasks and duties are performed under closer supervision. The 9704 performs higher level technical assignments requiring specialized knowledge, skills, abilities and experiences.

SUPERVISION EXERCISED
None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Manage a caseload and perform case management services, which include developing and implementing training and employment plans and monitoring client progress, and, as required, apply sanctions for lack of compliance with program requirements.

2. Interview clients regarding economic, family, physical and emotional situations, assess need for services and refer clients to appropriate resources such as CalWORKs, Family Stabilization, mental health or domestic violence services and others.

3. Assist clients in completion of application, forms and reports; review and evaluate applications for completeness and accuracy.
Title: Human Services Agency Employment and Training Specialist II  
Job Code: 9703

4. Conduct orientation sessions to explain relevant policies, procedures, regulations, and requirements of the program to new clients and the public.

5. Evaluate clients' educational background and work history; identify training and vocational goals; design an appropriate employment plan.

6. Authorize support services such as transportation and childcare to assist clients in resolving barriers to employment. Refer clients to other agencies according to established policies; coordinate service with public and private agencies and community resources.

7. Provide advice, information, referrals, resource materials and other assistance to help clients obtain and retain jobs.

8. Prepare a contract between the client and the County.

9. Serve as client advocate; provide emergency, crisis, or general intervention for client; investigate and resolve client problems.

10. Prepare case narratives, reports, correspondence and other documentation. Compile technical data.

11. Perform related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: basic analytical and problem solving methodology; principles and practices in the analysis of physical, psychological and social factors contributing to maladjustment.

Ability to: learn and apply the principles and procedures of record keeping to maintain client records; understand, interpret and apply pertinent Federal, State and local, regulations, laws, policies and rules governing eligibility for public assistance, job training and employment programs; communicate effectively orally and in writing to persons of various social, economic, cultural and educational backgrounds individually or in group settings; assess client employability / readiness and identify barriers to employment; motivate clients towards job readiness; learn and teach general job search methods and techniques; use a personal computer in a network environment to enter and update data, create documents and use system applications, e-mail, spreadsheets, and word-processing software; learn interviewing and investigative techniques to obtain client information necessary to develop case plans; and understand and apply policies, procedures, terminology, services and activities of social programs to meet program and case plan goals.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.
Title: Human Services Agency Employment and Training Specialist II  
Job Code: 9703

Education:
Possession of a baccalaureate degree from an accredited college or university.

Experience:
Two (2) years public contact experience including interviewing to obtain information.

License and Certification:
Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

Substitution:
Additional qualifying experience may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). Thirty (30) semester units or forty-five (45) quarter units equal one year.

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE:

AMENDED DATE: 11/07/1997; 7/22/2014; 2/25/2015

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN, SFMTA
INTRODUCTION

Under direction, performs important and responsible professional and technical work in specialized areas of Employment & Training such as job development, training, vocational assessment, program monitoring and program evaluation; and performs related duties as required.

DISTINGUISHING FEATURES

The 9704 Employment & Training Specialist III performs specialized functions in a technical area of expertise and serves as a resource to both staff and clients in Employment & Training programs. This level is distinguished from the 9703 Human Services Agency Employment & Training Specialist II in the greater complexity of work; employees at this level possess a significant level of specialized, technical or functional expertise beyond that expected at the journey level. The 9704 classification is distinguished from the higher level positions in the Employment & Training Series in that the latter are assigned greater supervisory and managerial responsibility and authority.

SUPERVISION EXERCISED

Some positions may be required to supervise subordinate clerical or technical staff; however, supervisory responsibilities are ancillary to the main focus of the position.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

Job Development Specialty:

1. Analyze local labor market needs and research available employment and training opportunities.
2. Contact and develop unsubsidized jobs and opportunities for pre-employment worksites in the public/private sectors.
3. Develop and maintain effective working relationships with employment service providers and inter/intra-agency staff.
4. Assist job-ready clients with job search and placement. Locate suitable training sites for placement of participants requiring additional training and experience.
5. Compile data and statistical information and reports as needed.
6. Work closely with the Employment Development Department and other private, public, and community agencies in providing job leads to participants.
Title: Employment and Training Specialist III  
Job Code: 9704

Training Specialty:
1. Design and present employment training classes to participants, departmental staff, and other agencies.  
2. Write and edit training manuals, including forms and procedural memos as required; maintain curriculum and training materials; provide training materials to staff and other agencies.  
3. Instruct participants on skill development in the area of life skills, reading, language development and math.  
4. Supervise, advise and provide guidance to participants during Job Club/Job Search; establish and maintain participant files.  
5. Assist participants in preparing forms, letters, and necessary paperwork for employment.  
6. Help write, edit and compose resumes and input on computer utilizing word-processing and other software.  
7. Evaluate training needs for new and current participants; develop new training materials for programs to meet the needs of participants.  
8. Analyze and interpret new laws, policies and regulations as related to the program and make recommendations to incorporate in the employment/training program  
9. Collect data, maintain records, and prepare reports as related to the employment/training program.

Assessment Specialty:
1. Administer standardized vocational tests to program participants.  
2. Evaluate, score, and interpret the results of assessment tests administered.  
3. Prepare complete reports on results of interviews and tests, including recommendations of employment possibilities and training requirements.  
4. Consult with participant and employment specialists in the development of employment plans,  
5. Coordinate test administration with outside vendors, service providers and various public and private agencies.  
6. Prepare statistical reports for management and staff regarding assessment unit activities.  
7. Provide staff training in assessment specialty.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES
Knowledge of: Services and activities of the assigned program; principles and practices of training, principles and practices of assessment testing and counseling; socioeconomic, employment, and labor trends and practices; services provided by related agencies; pertinent federal state, local and departmental laws, policies and procedures; and computer applications related to the functional specialty.
Title: Employment and Training Specialist III  
Job Code: 9704

Ability to: Communicate effectively orally and in writing to individuals and groups; establish and maintain cooperative working relationships with participants, other employees, vendors, and representatives of public, private and community based agencies; develop rapport with participants and provide a high level of customer service; work independently with minimal supervision; assess program training needs and develop and conduct appropriate training.

MINIMUM QUALIFICATIONS

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

**Education:**
Possession of a baccalaureate degree from an accredited college or university.

**Experience:**
Two (2) years (4000 hours) of experience in workforce development, human resources, recruitment, training or a closely related field.

**License and Certification:**
Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

**Substitution:**
Additional qualifying experience may be substituted for the required degree on a year-for-year basis (up to a maximum of two years). Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.

**Special Requirements:**
Essential duties involve the following physical skills and work environment:
Positions involve physical activities of sitting, standing, and walking, and require the ability to work in a confining workspace and under conditions of extreme noise. May require hand/eye coordination and manual dexterity for computer use. May involve extensive VDT exposure.

PROMOTIVE LINES

ORIGINATION DATE:

AMENDED DATE: 2/25/15
Title: Employment and Training Specialist III  
Job Code: 9704

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN, SFMTA
INTRODUCTION

Under direction, supervises, assigns work and participates in the work of a unit responsible providing employment, social services, and financial support to clients; performs a variety of technical tasks relative to the area of assigned responsibility, and performs related duties as required.

DISTINGUISHING FEATURES

This is the first line supervisory class in the Employment and Training series. Positions in this classification function as working supervisors, overseeing a unit of Employment & Training Specialists providing services to the public according to well-defined regulations and procedures pertaining to public assistance or related programs. Positions in this class have regular contacts with clients, their relatives, and representatives of outside agencies and the public. The 9705 Employment and Training Specialist IV is distinguished from the 9704 Employment & Training Specialist III by responsibility for the supervision and work product of a unit engaged in case management and employment plan development. This class is distinguished from the 9706 Employment & Training Specialist V in that the latter positions typically involve additional autonomy, program responsibility or a specialized assignment.

SUPERVISION EXERCISED

Supervises lower level positions in the Employment and Training Specialist series.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Plan, prioritize, assign, supervise, and review the work of a unit involved in providing employment, social services and financial support to clients; provide assistance and guidance to staff, who provide varied case management services, including developing and implementing, training and service plans for clients.

2. Advise, assist and refer clients who need social services and assistance to enter the labor market; make referrals as necessary.

3. Participate in the selection of unit staff-, provide / coordinate staff training; work with employees to correct deficiencies, and implement disciplinary procedures.

4. Conduct group and individual conferences with staff to provide direction; interpret and explain rules, regulations and policies to staff and to clients.

5. Review the quantity and quality of work performed by staff; verify eligibility and financial assistance eligibility according to established policies and procedures.
Title: Employment and Training Specialist IV  
Job Code: 9705

6. Set goals and timetables for meeting performance standards and objectives; prepare employees performance appraisals, counsel employees, provide support and assist in correcting substandard performance.

7. Collaborate with other supervisors and managers in coordinating the activities of staff.

8. Interview complainants and make cause determinations regarding case management issues and eligibility for assistance, assist workers with difficult situations and identify solutions.

9. Assist in the development and implementation of policies and procedures; prepare memos, reports and correspondence.

10. Provide assistance with budgets, grants, and contract procurement processes.

11. Participate in community meetings, professional groups, studies and research projects; develop and implement effective relations with the community to develop awareness of available programs.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Employment and training programs and practices; client appeal process in public assistance programs; vocational planning and career guidance practices and principles; dynamics of family relationships and counseling practices; dynamics of child care, abuse and neglect; labor market and employment resources; principles and practices of supervision, evaluation and training; interviewing techniques; caseload management methods and practices, categories of public assistance, community resources, and social services available; public funding and budget monitoring.

Ability to: Understand and apply federal, state, and local rules, regulations, and policies governing eligibility for public assistance and job training and employment programs; communicate clearly to explain technical information to persons of various social, cultural, and economic backgrounds; read, interpret and explain rules, regulations, policies, and procedures about public assistance and employment programs; represent the department and testify at hearings; apply adult and child abuse dynamics to case situations, use automated systems to track information and develop data and reports; supervise, motivate, evaluate and train staff, develop, interpret and implement policies and procedures; collect and evaluate information, draw valid conclusions, and make appropriate recommendations; write clear, concise and grammatically correct case narratives, reports, policies, and correspondence; organize work effectively; maintain productivity; establish rapport and maintain effective working relationships with others; keep systematic and accurate records; maintain confidentiality; prepare, organize, and make oral presentations to groups and staff, follow verbal and written instructions; retain and recall regulations and client data.
Title: Employment and Training Specialist IV
Job Code: 9705

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:
Possession of a baccalaureate degree from an accredited college or university.

Experience:
Three (3) years directly related experience in workforce development, career counseling, job or business development, job placement/staffing services, human resources, job search training, workshop instruction and facilitation, or closely related field.

License and Certification:
Some positions require possession of, or ability to obtain, an appropriate, valid California driver's license.

Substitution:
Additional qualifying experience may be substituted for the required degree on a year-for-year basis (up to a maximum of two years). Thirty (30) semester units/forty-five (45) quarter units equal one (1) year.

Special Requirements:
Essential duties involve the following physical skills and work environment:
Positions involve physical activities of sitting, standing, and walking. May require hand/eye coordination and manual dexterity for computer use. May involve extensive VDT exposure.

PROMOTIVE LINES

ORIGINATION DATE:

AMENDED DATE: 2/25/15

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN, SFMTA
INTRODUCTION

Under direction, performs difficult and responsible professional and technical vocational work in the areas of monitoring, evaluation, planning, program operation or a special project; may perform technical work in various phases of vocational training and job development and thereby serve in an important resource capacity; directs and supervises subordinate employees engaged in various aspects of vocational programming, and performs related duties as required.

DISTINGUISHING FEATURES

Major assignments at this level may include serving as supervising program monitor, supervising employment planner, program planner, youth specialist, head of a special vocational project or resource individual for special problems or specialized vocational work.

SUPERVISION EXERCISED

Supervises subordinate professional and clerical staff.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. As supervising program monitor, supervises a team of program monitors with the purpose of maintaining a continuous review of program components' performance; compares quantitative and qualitative performance data with standards contained in statements of work for inclusion in program components; trains program monitors in use of their techniques to lead program components to successful performance of their duties; develops realistic statements of work for inclusion in program components' performance, contracts and work commitments.

2. As program planner, meets with spokespersons for community groups, prospective contractors or agency representatives to solicit and develop ideas for vocational programs; prepares program proposals with estimated cost statements for presentation; works closely with program monitors to resolve problems which might develop in the implementation and operation of vocational programs.

3. As supervising employment planner, supervises a team of employment planners in providing training, vocational counseling and related services to program participants; develops and designs workshops, course outlines and mock examinations; trains employment planners in the conduct of workshops and provision of counseling services; develops informational materials, program proposals and work schedules for the provision of training services.

4. As youth specialist, coordinates the research, planning and development of youth vocational services; monitors youth programs to insure equal treatment to the representatives of various racial and ethnic groups; provides vocational counseling and related services to program
participants; evaluates the performance of vocational programs delivering services to youth; gives technical assistance and guidance to staff assigned to the Mayor's Youth Program.

5. May meet and confer with representatives of government, civil, business, labor, and community organizations for purposes of planning, developing, monitoring or evaluating vocational programs and proposals.

6. May be assigned to lead a special project involving the planning, research, development or implementation of a technical phase of vocational programming; prepares various memoranda, correspondence, records and reports with recommendations when appropriate; may be assigned to the preparation of various grant applications; may organize and conduct staff training as required.

7. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: economic, employment or labor practices; activities of federal, state and local job market and vocational programs, equal opportunity, employment security and anti-poverty programs; statistical techniques and procedures.

Ability to: plan, evaluate and promote vocational development programs; develop constructive working relations with community groups; write clear and concise technical and narrative reports; counsel and interview effectively; deal courteously, tactfully and effectively with government officials, community groups, employees and the general public; train and supervise the work of subordinates.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:
Possession of a baccalaureate degree from an accredited college or university.

Experience:
Four (4) years of directly related experience in workforce development, career counseling, job or business development, human resources, job search training, workshop instruction and facilitation, job placement/staffing services, or a closely related field

License and Certification:
Substitution:
Additional qualifying experience may be substituted for the required degree on a year-for-year basis (up to a maximum of two years). Thirty (30) semester units/forty-five (45) quarter units equal one (1) year.

Note: Positions at the Juvenile Probation Department require at least three years of the above described experience working with high-risk youth.

PROMOTIVE LINES

ORIGINATION DATE:

AMENDED DATE: 2/25/15

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN, SFMTA, SFCCD