

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 8405200

Employment Counselor, Grade 18	8405200
Senior Employment Counselor, Grade 22	8405300

Brief Description of Class Series

Employment Counselors provide career counseling and career development information to individuals looking for employment. They teach job search skills and provide job search techniques, assess transferable skills; assist in career planning; provide job development training and other referrals; counsel individuals and groups with barriers to employment; and provide follow-up services as needed. Employment Counselors also promote Department of Labor (DOL) services to the community and other interested parties.

These positions are classified only at the Department of Labor.

Distinguishing Characteristics

Employment Counselor: entry level; provides career counseling, career development knowledge and testing services for individuals and groups with a wide range of capabilities; and assists in finding employment opportunities for employed, unemployed and underemployed individuals.

Senior Employment Counselor: supervises Employment Counselors and other staff; oversees provisioning of employment counseling services to individuals or groups in need of services; services as program specialists to staff; and may work with a caseload of clients with multiple barriers to employment.

Related Classes

Employment Services Representatives conduct community and business relations programs to inform community groups and businesses of the placement, counseling, and related services offered by DOL and to promote the use of such programs for the benefit of the community and businesses.

Illustrative Duties

Employment Counselor: reviews applicant files for possible referrals; consults with and accepts referrals from within the office and from outside agencies; determines appropriateness of the referral; provides and records appropriate intensive services to customers; works with individuals with barriers to employment; provides individual employment counseling; gathers information about work experiences, training and interests; discusses the testing program with applicants; selects and administers appropriate assessment tools and techniques to maximize individual performance; relates individual test results to suitable occupations and identifies the need for further development or specific training; formulates tentative occupational alternatives; conducts group counseling and presentations; schedules individual or group counseling sessions to help the client develop a plan for obtaining suitable employment; provides assistance in the use of electronic tools and other employment search resources; obtains, verifies, and analyzes career data; provides case management documentation; provides career development and job search information; discusses and attempts to resolve problems hindering career goals or employment; develops job opportunities through telephone solicitation, or the job bank; researches and maintains knowledge of employment trends/labor market information; may make referrals to a variety of support services; presents information about employment counseling services and training or about programs offered by DOL to interested parties; supports the workforce system by complying with and implementing DOL, Division of Employment and Workforce Solutions, and local office policies and procedures; assists with special events, such as media contacts, workshops, or job fairs as needed; may represent the DOL at meetings or conferences with other government agencies; and may supervise and train DOL and partner agency staff.

Senior Employment Counselor: analyzes and reviews individual caseloads and defines types of applicants to be seen with Employment Counselors; develops and implements procedures for referral to counseling; sets up monthly schedule of site visits; establishes work schedules for staff ensuring the appropriate mix of intake, job developments, and assessments; monitors movement of people through the counseling process; reviews records for complete information; arranges for program presentations during group intake sessions and group guidance sessions; oversees outreach efforts to at-risk target populations; observes DOL operations and may suggest modifications in relation to counseling services; performs statistical analyses of staff production, such as referrals and placements, compared to policies and goals; discusses any failure to meet goals and recommends corrective action; audits interviews to evaluate counselor's interviewing skills and the use and interpretation of tests; evaluates group guidance and group counseling activities; assesses staff's ability to initiate and sustain group interaction; assesses the counselor's ability to facilitate critical thinking and problem solving skills of group members; ensures that administration conforms to standards; may inventory and order equipment and testing supplies for offices; initiates, prepares, coordinates, and delivers training and technical assistance to ensure that counselors are proficient in testing and counseling methods; communicates administrative changes, policies, and procedures; arranges for service providers to discuss programs to improve the referral process; develops a resource file of appropriate

promotional materials for public relations purposes; prepares speeches, public service announcements, and promotions; conducts group tours of the local office; prepares monthly narratives and reports; and supervises Employment Counselors involved in the provision of counseling services.

Minimum Qualifications

Employment Counselor

Open Competitive: a master's degree in career development, counseling, education, psychology, or social work and one year of employment counseling experience.

Senior Employment Counselor

Promotion: one year of permanent competitive service as an Employment Counselor.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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