

PART I	DEPARTMENT OF PERSONNEL SERVICES	3.781
	STATE OF HAWAII	3.783
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	Class Specifications	3.789
	for:	

EMPLOYMENT AID SERIES

This series includes all positions which involve performance of duties in support of professional manpower service functions. The performance of such work requires knowledge of various techniques and procedures and the ability to work as a support person to employment service specialists. Such knowledge is typically gained through a combination of on-the-job experience, related classroom instruction and supervised program activities.

The support or auxiliary functions performed by employment aids include: locating and encouraging disadvantaged individuals to utilize the services of a manpower service center and explaining the services and programs offered by the center; accompanying clients to the manpower center, training facilities, social and community agencies, and job interviews; transmitting the problems, reactions, feelings and activities of clients to employment counselors; maintaining close contact with clients placed on jobs until they have made satisfactory adjustment to their jobs; conducting classes on such topics as good grooming, money management, public transportation and community resources; referring clients to short-term, stop-gap, or temporary jobs; scheduling and scoring aptitude and proficiency tests; and maintaining files of applications and employer job order requests.

Levels of Work

Five (5) levels of work have been identified in this series. These levels are primarily a result of the interaction of several of the following factors:

1. Variety and nature of duties and responsibilities
2. Supervision received
3. Extent of service

These factors will be evaluated as follows:

1. Variety and Nature of Duties and Responsibilities. As isolated factors, neither the variety of procedures nor the type of assignment justifies an increase in level. At all levels, a variety of procedures demonstrating an ability to assume the full range of duties common to the supportive manpower service process is inherent in the class concept. The addition of one (1) or two (2) specific higher level procedures does not reflect the full range of duties or knowledge inherent in the higher level class

concept and does not usually affect the over-all level of the position.

2. Nature and Extent of Supervision Received. Positions at the lower levels work under immediate supervision. At the higher levels, positions are expected to perform assigned duties under only general supervision of professional employment service specialists. The performance under close supervision of selected progressively responsible higher level duties is characteristic of positions undergoing training for higher level work. Trainee type positions are not allocable to a higher level until all requirements for the higher level are met.

3. Extent of Service. This factor relates to the type and extent of supportive services rendered. Levels may be distinguished by differences in the independence of action and degree of delegated authority. Levels are also distinguished by the extent to which the position is expected to maintain person-to-person contact with disadvantaged clients, community members or the general public.

DATE APPROVED: 8/27/68 /S/Edna Tavares Taufaasau
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Director of Personnel Services

EMPLOYMENT AID I

3.781

Duties Summary:

This is a training level in the employment Aid Series. Receives detailed training in the goals, functions and activities of the employment service program; performs selected tasks designed to further understanding of the program goals and activities. Works under the direct supervision of employment service specialists and assists them in encouraging occupationally disadvantaged persons to avail themselves of the services of a manpower service center which includes offering the necessary assistance to gain entry into the various training, work and employment programs that are available under federal and State laws.

Typical Work Assignments:

Receives training in the goals, functions and activities of the employment service program; accompanies employment service specialists in making contacts with potential applicants who are occupationally disadvantaged to encourage them to seek help and guidance in order to improve their chances for training and employment; observes the techniques used in interacting with and establishing rapport with disadvantaged individuals and in motivating them to consider the various services available to improve their chances of employment; learns to assess attitudes of clients and to help them overcome their negative attitudes and other barriers for effective relationships; acts as liaison between disadvantaged clients and employment counselors by informing counselors of the problems, reactions, feelings and activities of clients; accompanies clients in their contacts with courts, clinics, training facilities and other agencies; transports materials between offices, training sites and interested agencies; acts as audience for the review of films, pamphlets and other audio-visual materials to be used for orientation of applicants; prepares simple reports.

Knowledge and Abilities Required:

General knowledge of local social and economic problems and conditions; ability to establish and maintain favorable relationships with occupationally disadvantaged individuals, and gain their confidence and cooperation; ability to learn the goals, functions and activities of the employment service program.

EMPLOYMENT AID II

3.783

Duties Summary:

Assists employment service specialists by performing a variety of auxiliary functions; contacts occupationally disadvantaged persons through referrals received from various sources; explains to potential applicants the various services, benefits and skill training programs available to them, and encourages them to take advantage of such services and programs; provides support services to clients throughout their assistance period; may locate new clients through independent searches of community resources and door-to-door contacts.

Typical Work Assignments:

Makes initial contacts with disadvantaged persons who have indicated interest, or who have inquired about the services of a manpower center, through community leaders, community and social agencies, or clients who have received or are currently receiving assistance; explains to potential applicants the various services, benefits and skill training programs which are available to them, and encourages them to take advantage of the services and programs in terms of their own personal benefit to be realized by improving their employability and becoming self-sufficient members of their communities; assists applicants in completing applications and other forms; accompanies clients to manpower center, courts, clinics, training facilities, social and community agencies, and job interviews; works closely with professional staff in promoting and maintaining favorable and productive relationships with clients; keeps counselors informed of problems, reactions and feelings of clients; may locate new clients through independent searches of community resources and door-to-door contacts; may contact clients who have discontinued their relationships with the center, and encourages them to resume and complete their employability development plans; picks up and delivers materials and equipment; operates projectors, video tapes, tape recorders and other equipment; reviews films, pamphlets and other audio-visual materials used for orientation of applicants; prepares simple reports.

Knowledge and Abilities Required:

General knowledge of local social and economic problems and conditions; knowledge of employment service policies, procedures, programs and activities; knowledge of vocational training resources in the community; knowledge of government sponsored skill training programs, and their eligibility criteria; ability to establish and maintain favorable relationships with disadvantaged individuals, and other agencies and organizations dealing with the disadvantaged; ability to explain the various services and programs administered by a manpower center; ability to prepare simple reports; ability to work independently and follow oral and written instructions; ability to speak effectively.

EMPLOYMENT AID III

3.785

Duties Summary:

Assists employment service specialists by performing a variety of auxiliary functions; assures continuous service to applicants who have made contact with a manpower service center; locates new clients through independent searches of community resources and door-to-door campaigns.

Typical Work Assignments:

In addition to the duties described for the lower levels, the following assignments are typical of this class:

Assures continuous service to disadvantaged applicants who have made contact with a manpower center; locates and meets with applicants who fail to report for testing, training courses or community services, and encourages them to continue receiving services; maintains contact with applicants who are referred to other agencies for supportive services; develops lists of disadvantaged individuals by utilizing all community and manpower service center resources; establishes and maintains contact with neighborhood centers and places where disadvantaged persons congregate such as settlement houses, pool halls, schools, street corners, etc.; engages in door-to-door interviews with potential applicants; explains to potential applicants the services, benefits and skill training programs available to them; encourages potential applicants to seek employment and employability development services, and may accompany them to manpower service center; contacts various community and social agencies to obtain or provide information on individual applicants and their problems; systematically searches for employment opportunities among neighborhood business establishments and informs appropriate manpower service center staff for follow-up; provides staff members with information about the needs and problems of the neighborhood based on personal observation and experience, and informal interviews with local residents.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires: general knowledge and understanding of the needs, problems and attitudes of disadvantaged individuals; ability to encourage disadvantaged individuals to avail themselves of the services of a manpower service center.

EMPLOYMENT AID IV

3.787

Duties Summary:

Provides supportive services to employment service specialists by maintaining contact with applicants placed in jobs; and by conducting orientation sessions, training tours and classes.

Typical Work Assignments:

In addition to the duties described for the lower levels, the following assignments are typical of this class:

Maintains close contact with disadvantaged applicants placed in jobs until they make satisfactory adjustments to their jobs; acts as liaison between workers and their supervisors; keeps appropriate professional staff of center informed on status of adjustment and carries out instructions received from staff; talks with training program graduates about the problems encountered and prepares reports; conducts orientation sessions for new applicants by explaining the services offered by the manpower service center; arranges for and conducts training tours for new employment aids by pointing out the relationships between the manpower service center and the local community; takes disadvantaged groups on tours of training and job sites; conducts classes and leads discussions on topics such as good grooming, money management, public transportation and community resources; appears before groups to discuss the role and functions of the various levels of employment aids; participates in group counseling sessions conducted by counselors to assist the disadvantaged in identifying problem areas, changing attitudes and motivating them to consider appropriate training or rehabilitation services to improve their chances of employment.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires: some knowledge of interviewing techniques; knowledge of community structure and community resources related to the employment process; ability to plan and conduct orientation and training sessions, and group tours; ability to organize and present ideas in a clear and effective manner.

EMPLOYMENT AID V

3.789

Duties Summary:

Provides a variety of manpower supportive services under general supervision; receives and directs applicants seeking services; makes and verifies job referrals from applications and job orders in file; maintains files of applications and employer job order requests; schedules and scores aptitude and proficiency tests; assists employers' representatives in recruitment.

Typical Work Assignments:

In addition to the duties described for the lower levels, the following assignments are typical of this class:

Receives walk-in applicants, obtains information to determine if they meet eligibility criteria to qualify for services, refers applicants to professional staff or to other employment offices and answers questions or provides information on services available; periodically reviews job applications and job orders in file, contacts applicants and/or employers by telephone or mail as necessary to evaluate suitability or availability, and makes referrals as appropriate; verifies routine job referrals and placements by telephoning employers and posts necessary data to order forms and applications; maintains files of applications and employer job order requests; schedules and scores aptitude and proficiency tests; records test results and maintains test files; assists employers' representatives in conducting recruitment in the office by maintaining records, making appointments and scheduling interviews; compiles data and information from office records to assist professional staff members in preparing plans and reports.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the lower levels, this class requires: general knowledge of the purpose and objectives of the public employment service program; ability to make simple job referrals.