

**WORKFORCE DEVELOPMENT SPECIALIST  
(Time-Based)**

**APPENDIX A**

O\*NET-SOC CODE 21-1019.00

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job or classroom training.

**WORK PROCESSES**

**Approximate Hours**

**A. Structure, Policies, & Programs**

**350**

1. Demonstrates a basic working knowledge of Federal, State, and Local Employment and Training laws, rules and regulations, specifically One-Stop Career Center programs and functions and referral processes. Programs include, but are not limited to Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth, Trade Adjustment Assistance (TAA), Temporary Assistance for Needy Families (TANF), Wagner-Peyser, Ticket to Work, 599, and other relevant programs, including those of System Partners as defined by WIOA.
2. Articulates the implications of policies, processes, and functions of various workforce development policies, procedures, and functions, internally and externally.
3. Collaborates with stakeholders (employers, community-based organizations and agencies, grantors, educational institutions, etc.) on projects pertaining to talent pipeline development.
4. Follows procedures and policies regarding allowable costs (necessary, reasonable, allocable) for grants; understands and implements ways to maximize “braiding” of funds, whether federal, state, and/or private philanthropic monies.
5. Interprets current laws and structure to deliver appropriate services and understands how their own work impacts the workforce development system’s goals.
6. Keep track of updates to legislation, regulations, guidance.
7. Reviews and follows current internal (employer/agency) policies.

8. Utilizes workforce system terminology, including basic acronyms and abbreviations, such as WIOA, Department of Labor (DOL), Manufacturers Alliance Intermediary Apprenticeship program (MIAP), Registered Apprenticeship (RA), etc.
9. Collaborates closely with community-based organizations and representatives of business, industry, and non-profit organizations to identify and prioritize educational needs of individuals and companies being serviced.

**B. Customer Service: Sourcing, Recruiting, Developing**

**200**

1. Actively demonstrates a service orientation (actively looks for ways to help people)
2. Expresses an understanding of how to utilize social media to promote, engage, locate information, etc.
3. Develops rapport, trust, and mutual respect with those being served.
4. Identifies individuals' needs and expectations to create satisfaction.
5. Identifies population to be served and how to respond/deliver services appropriately.
6. Identifies unmet needs and can locate appropriate resources to address those needs.
7. Recognizes the value of skill development by providing guidance regarding appropriate education and training programs including basic skills, computer skills, apprenticeships, internships and work experience, Individual Training Accounts (ITAs) and On-the-Job Training (OJT).

**C. Principles of Communication**

**200**

1. Asks questions for clarification.
2. Communicates with internal and external stakeholders.
3. Conducts employment-related workshops on a variety of topics, including but not limited to: resume development, job interview skills, job searches, sexual harassment prevention training.
4. Facilitates meetings.
5. Identifies, develops, coordinates, and/or facilitates age-appropriate workshops and skills training in topics including, but not limited to: work readiness skills and technical skills related to employment.

6. Implements networking and outreach strategies.
7. Makes oral presentations on a variety of workforce development topics, including but not limited to: Registered Apprenticeship, work-based learning, career exploration, resume writing skills.
8. Prepares written reports, manuals, handbooks, FAQs, etc.
9. Presents information using a variety of instructional techniques or formats, such as PowerPoint, Prezi, in-person and virtually using web-based interactive platforms (Microsoft Teams, zoom, GoogleMeet, etc.)
10. Seeks input/feedback from employers and job seekers to gauge satisfaction with services and determine if adjustments need to be made to increase effectiveness.
11. Speaks to single individuals or large groups to teach, inform, or persuade.
12. Uses active listening (giving full attention to what others are saying, taking time to understand, asking questions, not interrupting).
13. Writes notes, memos, reports and other correspondence using appropriate grammar, spelling and punctuation.

**D. Collaboration and Problem-Solving Techniques** **200**

1. Applies critical thinking using logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
2. Coordinates team projects or workgroups.
3. Identifies complex problems and reviews related information to develop and evaluate options and suggest/implement solutions.
4. Works collaboratively in a team.

**E. Diversity in Workforce Development** **250**

1. Uses materials and services to address diverse needs of populations being served, such as: adaptive technology and resources for those with disabilities; accessibility for English as a New Language (ENL) individuals, and those with limited literacy and numeracy, and sensitivity for those from different cultural backgrounds.
2. Learns and utilizes Universal Design principles to create an environment that allows all individuals to contribute to their fullest potential (where applicable).

3. Demonstrates ability to adapt presentation(s) based on audience, e.g., high schoolers vs. veterans, early career vs. change of career.
4. Understands and appreciates individual differences, including disabled populations, veterans, youth, etc. (social perceptiveness)
5. Explains the need for/value of non-traditional occupations and jobs for different populations.

**F. Labor Market Information (LMI) & Business/Economic Development 200**

1. Accesses, analyzes, and uses local, state, and national electronic and non-electronic labor market information delivery systems and databases.
2. Identifies and directs individuals to information which will assist in making career decisions.
3. Interprets and analyzes basic LMI data (e.g., for job forecasting, assessment of in-demand occupations, green jobs).
4. Understands State and local labor market(s).

**G. Career Development Principles 250**

1. Administers assessments: basic skills, career interest, personality aptitude. Interprets results to assist in developing a service strategy.
2. Applies career assessment and information tools to facilitate job seeker and business solutions.
3. Conducts comprehensive and specialized assessments of skill levels and service needs to develop Individual Employment Plans (IEPs) or Individual Service Strategies (ISSs) identifying short-term and/or long-term career goals, achievement objectives, and the combination of services for individuals to achieve their employment goals.
4. Provides external job referrals and documents job placements.
5. Utilizes virtual career services resources (Career Zone, job boards, webinars, career fairs) to inform and support individuals' career management.

**H. Program Implementation Principles and Strategies 200**

1. Manages caseload to provide services utilizing available tools and resources. Assess, plan, facilitate, evaluate, and advocate for options and services to meet each person's comprehensive needs through communication, referrals,

and available resources. Promote quality, cost-effective outcomes (if applicable).

2. Monitors participants enrolled in funded training programs.
3. Provides case management services and makes referrals to service providers, such as: community colleges, Department of Social Services (DSS), community-based organizations, Adult Career and Continuing Education Services - Vocational Rehabilitation (ACCES-VR) when appropriate.
4. Provides follow-up services, as appropriate, for individuals assigned or allocated to a caseload (if applicable).
5. Understands distinct grant types, such as: Federal, state, local, philanthropies, foundations, privately-funded. Understands grant application process(es).

**I. Data/Reporting**

**150**

1. Documents program-related expenditures and exit outcomes.
2. Effectively utilizes computer software and applications, including the employer's Customer Relationship Management (CRM) software and applicable Learning Management Systems (LMS).
3. Manages/monitors necessary data collection and program evaluation activities.
4. Oversees the process for developing and writing grant reports, draft content for written and electronic reports.
5. Provides support for overall management of project activities including budget and program management, grant tracking, project compliance and performance, program deliverables and grantor(s') and/or other(s') reporting requirements.
6. Records case notes and activities. Updates and maintains case notes to reflect ongoing assessment and related results. Participates in case review, case conference and program evaluations (if applicable).
7. Records data representing services provided as required to ensure compliance with company policies and procedures and pertinent standards.
8. Tracks statistics, maintains databases and generates relevant reports, such as monthly reports related to grants and success of programs related to grant deliverables.

**Approximate Total Hours**

**2,000**

*Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to <https://dol.ny.gov/public-work-and-prevailing-wage>.*

# WORKFORCE DEVELOPMENT SPECIALIST

## APPENDIX B

### RELATED INSTRUCTION

#### **Safety & Workplace Orientation**

1. General Workplace Safety
2. First Aid & CPR (if applicable)
3. Sexual Harassment Prevention Training – must comply with section 201-g of the Labor Law
4. Right-to-Know/Safety Data Sheets (SDS)

#### **Trade Skills and Theory**

5. Workforce Development Programs and Policies: including but not limited to: WIOA, TAA, TANF, Trade Act
6. Workforce Development Lexicon: including but not limited to: work-based learning, incumbent worker training, registered apprenticeship, internships, Labor Market Information
7. Communication Skills
8. Communication Media: PowerPoint, Prezi, web-based platforms, etc.
9. Customer Service Fundamentals
10. Assessment Tools: Work Readiness Skills, Career Interest, Personality Aptitude, etc.
11. Career Resources: Career Zone, Job Search Engines, Interview Skills, etc.
12. Case Management (if applicable)
13. Program Referrals (if appropriate)
14. Customer Relationship Management Software;
15. Learning Management Software (if applicable)
16. Grants And Funding Streams.
17. Grant Applications
18. Grant Reporting and Analysis (where applicable)
19. Working With Diverse Populations
20. Adaptive Technologies and Resources

A minimum of 144 hours of Related Instruction is required for each Apprentice.

Appendix B topics are approved by New York State Education Department.