

## **Human Services Supervisor (Employment Service Supervisor WIOA) (3873-12)**

### **Highly Competitive Employee [Benefits Package](#) and Generous Paid Time Off**

11 Paid Holidays, Immediately Begin Accruing Paid Vacation and Sick Time, and Paid Parental Leave. Ohio Public Employee Retirement System which includes 14% Employer Contribution AND a defined benefit option.

Highly Competitive and Comprehensive Benefits Package: Medical, HRA, Dental, Vision, Employer-Paid Life Insurance, Long-Term Disability, Tuition Reimbursement, Public Service Loan Forgiveness Eligibility, Free On-Site Parking, Wellness Incentives, robust Employee Assistance Program, access to Free Medical and Rx through Marathon Health, plus expansive Behavioral and Mental Health Resources, and More!

**DEADLINE TO APPLY:** Open Until Filled

### **WORK LOCATION:**

OhioMeansJobs  
1916 Central Parkway  
Cincinnati, OH 45202

**WORK HOURS:** Full-Time – 40 hours weekly  
**(Potential for Hybrid Remote Work Schedule)**

**STARTING SALARY:** \$28.56 hourly; \$59,405 annually

**NOTE:** Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

### **REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):**

- Bachelor's degree from an accredited college or university; AND Two (2) years of experience in client services caseload work OR
- Associate degree from an accredited college or university; AND Four (4) years of experience in client services caseload work OR
- High School Diploma or GED; AND Six (6) years of experience in client services caseload work

### **AGENCY-PREFERRED QUALIFICATIONS:**

- Specific experience in the field of Staffing, Workforce Investment Act Employer Services, or substantially similar employer focused service industries.

### **JOB DUTIES (SUMMARY):**

- Support operation of a full-service Workforce One-Stop: maintains facilities and services to assure ongoing state certification; collaborate with the Workforce Investment Board, one-Stop partners, and stakeholders.
- Ensures delivery of all WIA, TANF, PRC, ERAP, ARP services and services related to any funding sources flowed through the One-Stop; ensures compliance with all local, state, and federal regulations. Ensures performance at or in excess of state standards. Promote

comprehensive service delivery for priority and special needs populations. Regularly engage in community and employer outreach activities; support regular audit compliance and documentation activities.

- Leads and evaluates a team of workers and supervises staff performing any and all activities required to maintain the one-stop and to deliver local WIA/TANF/PRC/ERAP/ARP services, which includes: engages job seekers and employers across a range of income levels, service needs, and locations; gains and maintain detailed knowledge of general WIA/TANF/PRC/ERAP/ARP regulations and subset funds; ensures adequate physical and electronic documentation of services; ensures continuous improvement in all work functions including but not limited to process improvement, quality assurance, customer satisfaction, effectiveness and documentation; provides regular reporting related to inputs, processes, outputs, and added value; aggressively responds to all rapid response activities; optimizes relationships with local approved training providers. ensures service authorization and funds management within permitted ceilings and service types; participates in local economic development activities; recruits employers to engage in One-Stop related services and activities; organizes job fairs, job clubs, and similar activities
- Attends conferences and training.
- Performs other related duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:** (\*Indicates can be developed after employment)

- **Knowledge of:** budgeting; management; supervision; employee training and development; public relations; office practices and procedures; community services, programs, and regulations\*; interviewing; agency policies and procedures\*; general requirements of all programs represented by the team\*.
- **Skill In:** operating agency networked personal computer software and program operating systems.
- **Ability to:** apply principles to solve practical problems; define problems, collect data, establish facts and draw valid conclusions; calculate fractions, decimals, and percentages; interview job applicants effectively; prepare meaningful, concise and accurate reports; understand technical manuals; proofread technical materials, recognize errors and make corrections; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contacts with officials and general public; establish professional cooperative atmosphere as supervisor or team leader of a work unit; work cooperatively with section leader and peers to develop and consistently improve outcome measures.

**ESSENTIAL JOB FACTORS:**

- Must undergo a background check via the Ohio Bureau of Criminal Identification and Investigation (BCI). Must have a car, valid driver's license issued by the state of residency and required auto liability insurance.

**POSITIONS SUPERVISED:**

- Employment Services Technicians

**BACKGROUND CHECKS REQUIRED:**

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)

- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website ([WWW.NSOPW.Gov](http://WWW.NSOPW.Gov)) Code 5101:2-5-09 must be conducted for each prospective employee