

YOUTH SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: This is a position allocated in the Center for Workforce Development. This position provides work experience opportunities for youth, ages sixteen (16) through twenty-four (24) years, who have been deemed eligible for services through various workforce programs administered through the Center for Workforce Development. The work experiences may be located within Sullivan County private for-profit sector, non-profit sector, or the public sector. A work experience is a planned, structured learning experience that takes place at a worksite for a defined period of time. Tasks performed by the youth will be based on their Individual Service Strategy (ISS) and the training plan developed in partnership with the worksite.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Note: *The work activities listed below are representative of some of the typical tasks a youth may learn depending on their assigned worksite. It is the responsibility of the worksite supervisor to ensure that the youth is taught and has the opportunity to learn assigned tasks.*

The ISS is a plan customized to meet the needs, goals and aspirations of the youth. The career pathway that they choose to explore and/or follow and their initial skill levels will be a significant determinant in which worksite is best suited.

All work experiences will provide opportunities for youth to develop core skills that are needed to be successful in any employment opportunity. These skills include:

- Communication skills
- Teamwork skills
- Interpersonal skills
- Critical thinking
- Self-management
- Organizational skills
- Computer skills

YOUTH SERVICES WORKER**Page 2**

- Problem-solving skills
- Accepting constructive criticism

The work experience plan will outline skills to be acquired that are specific to the worksite and in line with the youth's aptitude. These opportunities may include, but not be limited to, clerical, food service, labor, retail sales and classroom aide. These experiences may include using technology or equipment to complete tasks. All tasks outlined in the plan will comply with relevant child labor laws.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Youth will demonstrate an understanding of the training plan, the worksite, and expectations. Youth will be expected to conduct themselves in a professional manner at all times. They will understand that they are presumed to contribute in a positive way to the work environment by developing good working relationships with supervisors, co-workers, and customers. They will demonstrate an understanding that dishonest, unethical, illegal or otherwise inappropriate behavior will not be tolerated. They will demonstrate an understanding of the negative impacts of gossip, hearsay, and slander, and will refrain from participation. They will demonstrate an understanding that personal business is not to be conducted during work hours.

MINIMUM QUALIFICATIONS: Youth must be between sixteen (16) and twenty-four (24) years of age and meet the eligibility requirements of the youth program that they will be enrolled in through the Center for Workforce Development. Youth must be found to be suitable for participation in the work experience activity.

YOUTH SERVICES WORKER

Page 3

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