



The Monroe County Human Resources Office is now
accepting applications for the following position:

7 CAREER COUNSELOR/CASE MANAGER – CAREERLINK
\$22.67/hour | Full-Time (37.50 hours/week)

Current County employees interested in this position must submit a bid sheet and resume to the Human Resources Office.

Notice: Employment with the County is contingent upon the successful completion and submission of a Criminal Background Check (<http://epatch.state.pa.us>), to be obtained at the candidate's expense prior to the start date. Additional position-specific clearances may be required.

POSTED: 7/14/2026

REMOVE: OPEN UNTIL FILLED

MONROE COUNTY, PENNSYLVANIA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: CAREER COUNSELOR/CASE MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is performing employment and/or career planning, facilitates job skills development and training, provides income support, and conducts case management of individuals with problems affecting their employability; per related work as required. Reports directly to the Career Consultant Coordinator.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Performs the determination of eligibility for services through Workforce Development such as family income, citizenship, residency, age and selective service registration. Completes assessment forms and related documentation to determine funding titles.

Provides case management in relation to customers; needs and abilities, record information required maintaining case records and writes follow-up reports to document customers' progress toward vocational/educational plan

Assists customers to form realistic, reasonable and achievable vocational/education goals and plans; identifies barriers to employment; jointly formulates, plans directed at maximizing the customers' potential; jointly develops steps to check progress in achieving short and long range goals.

Assists with job search, job matching and referral, information on financial aid, certified education and training providers, orientation to personal computers for access to self directed services such as Internet access and resume software.

Works with eligible and suitable customer to obtain training from educational institutions, employers or from other sources to complete or further specific job skills as part of the customers' vocational plan.

Evaluates and interprets customers' vocational/educational potential through testing and/or tools that measure performance, needs, aptitudes and interests. Analyzes biographical information to help the customer relate such information to possible occupational goals.

Monitors customer's progress toward completion of the vocational/educational plan by reviewing time and attendance reports, grade transcripts, progress reports, customer/employer interviews; modifies the plan as appropriate.

Receives job applicants, claimants and other visitors to the CareerLink Center, assists customers by answering routine questions; provides general program and intake information; makes appointments for customer to see various staff; and gives out application forms.

Monroe County, Pennsylvania – Career Counselor/Case Manager

Meets with customers individually or in-groups to advise and provide information to CareerLink services and programs.

Assist customers who are job-ready to utilize core service, such as job referral, placement services, resume writing and job search workshops.

Evaluate the customer's progress with core services and make a decision to continue to intensive services and then possible training.

Determines and provides available program resources to finance the customers' vocational/educational training plan including direct training costs or supportive service costs.

Contacts provider and prepares agreements for reimbursement of services; verifies that services were provided according to the agreement.

Provides customers with general labor markets information, such as wage and salary, occupational growth within industries, labor availability and labor benefits.

Communicates with customers to provide information about and to make referrals to other organizations and agencies in the community.

Attends monthly Interagency Council meetings to provide agency representation.

ADDITIONAL FUNCTIONS

Provides assistance or coverage to other employees as needed.

Prepares training vouchers and sends to appropriate educational parties.

Processes a variety of documentation associated with departmental operations, per established procedures and within designated timeframes; distributes documentation or retains records as appropriate.

Prepares various forms, reports, correspondence, applications, Individual Employment Plan, classroom training vouchers, attendance records, or other documents.

Receives various forms, reports, correspondence, time sheets, job seekers' documentation, eligibility verifications, policies, procedures, career guides, directories, catalogs, manuals, reference materials, or other documentation, reviews, completes, processes, forwards or retains as appropriate.

Copies and distributes forms, reports, correspondence, and other related materials.

Initiates/receives facsimile transmission of documents.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections as appropriate; utilizes word processing, database, or other software programs.

Monroe County, Pennsylvania – Career Counselor/Case Manager

Answers the telephone; provides information, guidance and assistance; takes and relays messages or directs calls to appropriate personnel; returns calls as necessary.

Communicates with supervisor, employees, other departments, job seekers, educational facilities, human service agencies, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Social Science, Education, Human Resources, or closely related field: supplemented by one (1) year previous experience and/or training that includes human services, social work, or human resources; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objections.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Monroe County, Pennsylvania – Career Counselor/Case Manager

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Monroe County, Pennsylvania, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Classification 13