

## WORKFORCE DEVELOPMENT SERVICE DELIVERY MANAGER

### General Statement of Duties

Formally manages staff in the Workforce Development Service Delivery unit that are stationed in the one-stop centers in the region and serves as working Manager to perform direct program services, perform functional and formal supervision, and direct work in the region's One-Stop Centers and other programs.

### Distinguishing Features of the Class

An employee in this class is a working Manager that is responsible for direct program services and formally supervising MEC Employment Specialists and other staff providing employment and placement services to youth, adults and dislocated workers in our five county region. Functional work includes supervising program operations in the daily service delivery, assuring proper use of funds and case management activities; managing fiscal resources and budgeting; resolving problems and dealing with complaints; establishing and maintaining relationships with government, school and business communities; publicizing and marketing services; and developing strategies for improvement of services and enhancement of employment and training in our five counties. The employee is responsible for planning and delivery of services with one-stop partner management teams, and ensuring that services are offered in accordance with Centers' and programs goals and policies, procedures, and budget, and in accordance with federal, state and local requirements. Work requires a high degree of independence and initiative as well as sound judgment, tact and firmness in dealing with agency coordination, center operations and customers. Work is performed under the general supervision of the Workforce Development Director, and is reviewed and evaluated through conferences, discussion, completion of paperwork and results of center operations and effective services for customers.

### Duties and Responsibilities

#### Essential Duties and Tasks

Manages MEC Employment Specialists and support staff that are stationed in the one-stop centers in the region, assists in the hiring of MEC program staff, and evaluates staff. Works with the Center Management and the One Stop Specialist to schedule staff for service coverage on daily basis in the one-stop centers in the region, discusses coverage and service issues with center management, meets with agency partner managers as required to provide individual staff performance feedback and address performance problems.

Work includes the functional supervision of program operations in the one-stop centers, daily service delivery, assuring proper use of funds and case management activities; managing fiscal resources and budgeting; resolving problems and dealing with complaints; establishing and maintaining relationships with government, school and business communities; publicizing and marketing services of the one-stop center; and developing strategies for improvement of services and enhancement of employment and training.

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Establishes and evaluates program services; consults with staff, employers and customers on quality, effectiveness and gaps in program services; collects and analyzes program data; develops new and/or revises program services and resources.

Coordinates outreach efforts; markets programs to civic, community and business entities; serves as liaison between the Board, Director, Center Managers and staff to ensure that appropriate information is shared among all concerned; attends partner management team meetings at the Centers; and promotes the Centers and their services in the community.

Deals with complaints and concerns and attempts to resolve problems; assists with complex/problem situations, and provides technical expertise; engages staff in team building processes and encourages staff to participate in appropriate professional development activities.

Ensures compliance with all applicable laws, rules, regulations, performance standards, and local area policies and procedures; initiates any actions necessary to correct deviations or violations.

Assists in the preparation of approved program budgets; ensures proper management, disbursement, and record keeping of the financial resources.

Oversees, assists with, and ensures timely completion and submittal of all required reports to one-stop centers, to internal/external agencies, organizations, and constituencies.

Plans and coordinates strategies to address local workforce concerns with various educational and business interests and partner agencies; works with businesses to determine employment needs.

Assures the completion of various reports, program performance studies and other required program monitoring documents.

Attends training to ensure continued knowledge of program requirements.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of principles and methods used in career counseling, instructing, employment and retention of workers.

Ability to formally and functionally supervise staff.

Thorough knowledge of principles and methods used in job development and job placement activities.

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Considerable knowledge of varied human services agencies and related purposes, goals, services.

Considerable knowledge of case management techniques and requirements.

Considerable knowledge of principles of supervision, organization and administration.

Ability to utilize computers and databases to monitor and track program status.

Ability to organize, assign and coordinate the work of other professionals engaged in career counseling, job training and job placement activities.

Ability to analyze and interpret sociological and economic data and adapt it to appropriate use in developing career center activities.

Ability to develop a rapport with program participants.

Ability to communicate effectively in both oral and written forms.

Ability to counsel participants and to establish effective working relationships with customers in various educational and economic situations, community employers, agency partner staff, the public and co-workers.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, fingering, grasping, talking, hearing and repetitive motions.

Must be able to perform sedentary work and exert up to 10 pounds of force occasionally. Must possess the visual acuity to read extensively, and perform administrative and computer work.

#### Desirable Education and Experience

Graduation from a four year college or university with a bachelor's degree in human services, psychology, social work, agency counseling or related field and considerable career counseling, job training and job placement work including some management and supervisory experience; or an equivalent combination of education and experience.

#### Special Requirement

Possession of a valid North Carolina driver's license.

Salary Grade: 22