Job Title: Workforce Program Analyst
Date: 5/13/2022
Type of Posting: Internal and External
Salary Range: $50,000 – $60,000   **Salary Group:** B-18
WIT JPID: 15287341   **FLSA Status:** Non-Exempt

Apply online at www.workintexas.com (Job Posting: 15287341)**,** then email your résumé & cover letter to HR@wfscapitalarea.com**.**

ORGANIZATION AND PURPOSE

Workforce Solutions Capital Area is a non-profit organization that connects people to jobs. We are a recognized leader in workforce development. Our reputation is built upon collaboration, accountability, and innovation.
This mission of Workforce Solutions Capital Area is to lead the region's workforce development system in support of a world-class workforce. We believe that training and education aligned to the needs of local employers are the foundation of a competitive workforce. We utilize a strategic approach to workforce development, based on analytics, to ensure that programs and services meet the needs of job seekers and employers.

GENERAL DESCRIPTION

Performs moderately complex system administrator, quality assurance, and technical assistance work. Work involves oversight of client case management system, including technical design and enhancements. Conducts monitoring/evaluation of contractors to determine degree of compliance with applicable laws, rules, procedures, and contract terms. Prepares reports and submits to Board management. Provides training to contractor staff in client case management system, as well as program eligibility/participation requirements and service delivery.

Works with general supervision with moderate latitude for the use of initiative and independent judgment. May supervise other staff. Reports to SNAP E&T Community Coordinator.

EXAMPLES OF WORK PERFORMED

- Facilitate case management system (CaseWorthy) training for contractor staff and Workforce Solutions satellite sites
- Design and implement workflow enhancements in case management system (CaseWorthy)
- Design and implement reports as needed in case management system (CaseWorthy), including ad hoc reports as requested by Board management
- Perform routine data integrity monitoring and administer any needed data corrections in case management system (CaseWorthy)

- Reviews case management system (CaseWorthy) records against participant files to verify adherence to programmatic rules and policies for City/County funded and ARPA funded programs.
- Reviews program participant files to ensure accuracy, proper documentation, and compliance with program eligibility criteria.
- Assists in reviewing and evaluating program data related to enrollments, participant activities, and performance outcomes
- Communicates results of compliance review to Board management and contractor staff.
- Assists Board management in conducting follow-up reviews to ensure that corrective actions have been implemented.
- Coordinates with Board management to ensure necessary technical assistance on compliance issues is provided to contractors.
- Makes recommendations to Board management for changes in procedures, processes and/or policies.
- Assists with policy development.
- Analyzes data for error rates, trends, or patterns.
- Participates in corrective action planning and service improvement activities.
- Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Graduation from an accredited college or university preferred. One year of related experience may be substituted for each year of education. Experience in system administration is preferred. Experience in monitoring and/or workforce program or social service eligibility determination work is preferred. Related experience and education may be substituted for one another.

Knowledge, Skills, and Abilities
- Knowledge of role and responsibilities of a system administrator
- Knowledge of CaseWorthy case management software
- Knowledge of laws, regulations, rules, and policies relating to case management and eligibility for workforce development programs.
- Knowledge of monitoring/quality assurance practices and procedures.
- Technical skills in research and evaluation.
- Ability to collect, organize, analyze, and synthesize data and prepare concise written reports.
- Strong interpersonal and communication (oral and written) skills.
- Ability to use Microsoft software such as Word and Excel.
- Ability to work effectively individually and as a team member.

Registration, Certification, or Licensure
- Must possess a valid driver's license and have access to reliable transportation. Local, in-state, and out-of-state travel required.
- Must be legally eligible for employment in the United States.
- May be subject to a background check (verification of education, employment, references, and criminal background