



Job Title: Workforce Program Specialist

Date: 8/30/21

Type of Posting: Internal and External

Salary Range: \$40,000 – \$53,000

WIT JPID: 14783099

Salary Group: B17

FLSA Status: Non-Exempt

Apply online at www.workintexas.com (Job posting: 14783099), 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 routine to moderately complex monitoring and technical assistance work. Work involves onsite and desk monitoring evaluations of contractors to determine the degree of compliance with applicable laws, rules, policies, procedures, and contract terms. Prepares reports and conducts follow-up work. Provides technical assistance to contractor staff as required. Provides training to contractor staff on program requirements, service delivery, and data entry system. Works with moderate supervision with limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

- Reviews program participant files to ensure accuracy, proper documentation, and compliance with eligibility criteria.
- Reviews client management system records against participant files to verify data integrity and adherence to programmatic rules and policies for City/County funded and TWC funded programs.
- Assists in reviewing and evaluating program data/information related to enrollments, participant activities, performance outcomes, and expenditures.
- Documents technical assistance reviews and prepares reports, including summaries and detailed observations, conclusions, and recommended actions.
- Communicates results of compliance review to Board management and contractor staff.
- Performs timely follow-up reviews to ensure that corrective actions have been implemented.
- Identifies cases for investigation of potential fraud and for potential recoupment of disallowed costs.

- Coordinates with appropriate Board staff 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.
- Serves as liaison for program monitoring contractor.
- 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 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 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)