Workforce Development Program Manager
Bureau of Job Service
Section Chief, Trade Adjustment Assistance Program

POSITION SUMMARY

Under the general supervision of the Director of the Bureau of Job Service, Division of Employment and Training, this position is a principle member of the Division of Employment and Training's management team. As such, on a recurring and frequent basis this position independently performs complex management, policy interpretation and development, and administrative duties necessary for the effective and efficient operation of the Trade Adjustment Assistance Section.

This position formulates, determines, and implements management policies and procedures to maximize efficiency and effectiveness to meet organizational and division goals and carry out the department and division Strategic Plan. Duties include, assuring compliance with DOL guidelines and regulations, evaluating workflow procedures, training and managing Regional experts in program delivery, and scheduling and assigning staff to meet priorities and to respond to customer needs, requests, and program compliance.

Trade Adjustment Assistance programs' responsibilities include: assisting in implementing rapid response activities for dislocation events for workers impacted by foreign competition, managing state and federal funds to assist TAA program participants, including preparing requests federal funds, working with Technical Colleges and training programs, and coordination of programs with the overall TAA program throughout the State.

This position requires ongoing interaction with other DET Bureaus, and a direct working relationship with the Bureau of Workforce Training Section Chief, the Unemployment Insurance Division, other state agencies, and Workforces Development Boards on time sensitive issues involving the allocation of funds and training programs for TAA participants. The position is also responsible for the organization and direction of the section.

This position serves as the Chief of the Trade Adjustment Assistance Section supervising staff, managing workload, assessing section effectiveness, etc.

% GOALS AND WORKER ACTIVITIES:

35% A. Management and direction of the Trade Adjustment Assistance Section, including budget development, staff resources, program planning and policy and procedure development and implementation.

A1. Develop, recommend, monitor, and administer the operating budget of the Section to ensure there are sufficient funds to maintain TAA training objectives and program operations. Allocate staff resources to meet operational needs.

A2. Provide input into management decisions relating to the fiscal management policy and operating procedures of the Section and the Bureau.

A3. Monitor and review Administrative Services Division fiscal reports prior to submission to the federal government. Monitor cash flow and seek sufficient funding to cover costs.
A4. Formulate, develop, and implement policies and procedures governing the operations of the Section; assure TAA statewide staff are kept up to date on all policies and changes through training and information sharing.

A5. Develop strategic plans for the state/local TAA workforce program policies and guidelines; coordinate efforts with Regional TAA Experts and local TAA program staff.

A6. Direct the review and analysis of federal and state legislation and regulations affecting TAA workers for changes, opportunities for coordination and their impact on assigned programs.

A7. Direct the development and production of the TAA portion of the WIOA State Plan including: the development of a plan to allocate funds to all local areas in the state; the development of guidelines and procedures for partner agencies to request funding, if necessary. which include a review by a State Committee appointed by the Governor; and coordination with other workforce development programs and agencies.

A8. Direct the preparation and subsequent modifications of grant proposals to the Department of Labor for other workforce development programs; Coordinate policy development and planning to ensure consistency with federal requirements and our Job Center efforts.

A9. Direct the development of Trade Adjustment Assistance Guidelines and Review criteria that meet federal requirements and ensure that plans address the workforce development needs of the local areas.

A10. Provide leadership in the provision of rapid response and TAA activities to workers, companies, Technical Colleges, and communities experiencing layoffs and recommend improvements to procedures and materials to improve the responsiveness of the system.

A11. Provide leadership to the programs that assist trade impacted dislocated workers through state level coordination between DET, UI, and ASD and local coordination.

A12. Lead and direct the monitoring of TAA programs through the Local Program Liaisons and fiscal staff to assure compliance with all applicable rules and regulations and recommend corrective action as necessary. Direct section staff in assuring program is compliant with all DOL regulations and expectations.

A13. Develop and modify, as appropriate, compliance monitoring guides that address DOL compliance and performance issues and state policies.

A14. Provide leadership to the statewide UI profiling program within the Bureau of Job Service to ensure that identification, referral, service delivery and feedback systems are designed
and improved as needed to expedite assistance and access to resources.

A15. Manage the provision of technical assistance to local partners to ensure program guidelines are followed and quality services are provided to employers and job seekers.

A16. Participate in the development and provide status updates of the Division Information Technology Plan and assist in the implementation of the bureau's responsibilities under the plan.

A17. Participate in the development of the bureau's strategic plan and facilitate the development of a section strategic plan that meets the goals and objectives established in the division's strategic plan.

30% B. Management of communications that involve the Adult and Dislocated Workers Section.

B1. Receive and review regular reports and documents to assure that local programs do not exceed cost limitations imposed by DOL and to assure that protected groups are being served equitably. Report results of the review to the Bureau Director and other division managers.

B2. Communicate state and federal laws, regulations, policies and procedures to Chief Elected Officials, Workforce Development Boards, WIOA Grantees and Job Service and Unemployment Insurance offices through established DET mechanisms.

B3. Provide guidance on, and interpretation of, state policy in response to requests from state and local officials and agencies.

B4. Produce critical indicator reports and develop customer research input for Section activities and program operations as agreed upon with the Bureau Director.

B5. Meet regularly with other unit supervisors, section chiefs, bureau directors and division administrator to assure effectiveness and responsiveness of the section to the information and technical assistance needs of local delivery systems.

B6. Coordinate WIOA financial, participant system, audit, and training and evaluation issues with appropriate DET Bureaus and DWD Divisions.

B7. Coordinate with LMI section to use LMI data for programmatic decision making.

B8. Coordinate TAA activities at the state and local level. This can include coordination with DOC, WTCS and local Technical Colleges and high ed institutions, and other
divisions in DWD.

B9. Maintain working relationships with CWI members, legislators, media, and program operators and represent the agency by attending meetings and conferences related to the operation and performance of workforce development programs.

B10. Participate with other state and regional staff in special state committees dealing with statewide policy, planning and grant management issues.

B11. Respond appropriately to inquiries from the media, elected officials, company representatives and the public on plant closings and related events. Notify DET management, the Office of the Secretary of significant events that may require their attention.

B12. Coordinate and promote the TAA program with workforce partners, i.e. W-2, to assure awareness of TAA opportunities for affected individuals as a resource for training and securing employment opportunities.

10% C. Provide leadership and guidance in the statewide monitoring and evaluations of WDB administration of WIOA programs.

C1. Lead coordination of monitoring efforts; review and evaluate results of statewide and regional monitoring and evaluation efforts, and provide corrective action to any areas of concern.

20% D. Supervision of staff in the Section

D1. Provide leadership and oversight in the areas of recruitment, selection, hiring, staff development, discipline, performance review to ensure compliance with established policies and procedures.

D2. Conduct performance and goals expectation meetings to set goals and performance standards, determine training needs and develop work plans.

D3. Prepare annual and probationary "Goals and Accomplishments Review Report" for employees based on the performance standards and employee input and meet with each employee to discuss.

D4. Support employees in achieving strategic goals by providing appropriate staff training, sharing of information, providing the tools and resources needed to do the job, providing a safe, non-discriminatory work environment and actively helping employees adjust to any change that may occur.
D5. Develop and implement training objectives and programs for staff to facilitate performance of assigned tasks and assist with career development and planning as necessary.

D6. Conduct staff meetings with Regional Experts and statewide TAA program staff on a regular basis to provide information and gather feedback. Coordinate monthly TAA conference calls with staff.

D7. Implement and support the department's AA/EEO policies and procedures and promote affirmative action principles in all personnel matters to comply with federal and state civil rights laws.


D9. Review workplace health and safety goals and expectations with new employees and during each employee's performance and goals expectation meeting.

D10. Ensure that safety hazards and unsafe work practices are identified and promptly corrected. When correction is beyond your control, contact your management chain, facility support chain, and the department health & safety officer for assistance and guidance.

D11. Investigate and report workplace accidents promptly and complete required accident/worker's compensation reporting forms in a timely manner.

D12. Enforce safety policies, department work rules, and other department/state safety requirements, including the division's Continuity of Operations Plan for critical incidents.

D13. Ensure that employees are aware of the Employee Assistance Program (EAP) and refer employees as appropriate.

D14. Represent the bureau in the investigation and resolution of division grievances to ensure proper grievance steps are taken.

D15. Direct employees in planning and implementing bureau/division goals, policies, and programs to ensure productive and efficient use of staff.

5% E. Special projects and other duties as assigned.
KNOWLEDGE, SKILLS and ABILITIES

• Extensive knowledge of federal policy, planning processes and requirements in workforce areas.

• Extensive knowledge of theories, principles, processes, techniques of long range planning, and broad policy development.

• Knowledge of major conceptual frameworks used to analyze workforce issues.

• Extensive knowledge of major data and other resources available for workforce analysis and policy development.

• Extensive knowledge of federal and state statutes and administrative rules relevant to the Workforce Investment Opportunity Act and other workforce development programs.

• Extensive knowledge of Wisconsin legislative and budgetary processes.

• Knowledge of practice in state/Workforce Development Boards relationships and their statutory basis.

• Considerable knowledge of accepted practices and procedures for Requests for Proposals, competitive bidding, and contracting.

• Knowledge of quantitative methods of analyzing policy issues.

• Knowledge of research methodologies for social issues.

• Knowledge of quality improvement techniques and related management methods.

• Skill in oral and written communication.

• Skill in conflict resolution and problem solving in small and large group settings.

• Skill in negotiating agreements among diverse perspectives.

• Skill in supervisory techniques, staff motivation and direction.

• Knowledge of methods of workload planning

• Working knowledge of the Automated System support for Employment and Training (ASSET) system, its operation, design of its data base and its capabilities.

• Considerable strategic planning knowledge.

• Knowledge of budgeting principles and techniques.
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• Ability to make presentations to large and small groups.