

POSITION SUMMARY

Under the general supervision of the Director of the Bureau of Workforce Training, Division of Employment and Training, this position is a principal 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 and administrative duties necessary for the effective and efficient operation of the Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth programs and other federally funded workforce training programs.

This position develops 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 Plans. Management duties include evaluating workflow procedures, scheduling, and assigning staff to meet priorities, providing constructive feedback to staff, and responding to special requests.

Primary responsibilities of the Section include:

- Development, evaluation, and revision of operational policies and related guidance for the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, and Youth programs;
- Management of the business closure/ mass layoff notification system;
- Oversight of rapid response activities for job dislocation events;
- Application for and management of state and federal funds to assist dislocated workers, including federal discretionary grants;
- Coordination of targeted dislocated worker programs with the overall dislocated worker program;
- Management of Wisconsin's Eligible Training Provider List (ETPL);
- Program administration for other federally funded workforce development programs.

This position requires ongoing interaction with other DET Bureaus, the Unemployment Insurance Division, other state agencies, press, private businesses, and Workforce Development Boards on time sensitive issues involving the allocation of funds. The position is also responsible for the organization and direction of the section.

Occasional travel, including some overnights, is required.

% GOALS AND WORKER ACTIVITIES:

- 35% A. Management and direction of the Policy Development and Program Administration 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 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. Manage the Rapid Response allocation and oversee funding recommendations.
- A4. Formulate, develop, and implement policies and procedures governing the operations of the Section.
- A5. Develop strategic plans for the state/local Adult, Dislocated Worker, and Youth workforce program policies and guidelines.
- A6. Direct the review and analysis of federal and state legislation and regulations affecting WIOA Title I Adult, Dislocated Worker, and Youth programs for changes, opportunities for coordination and their impact on assigned programs.
- A7. Direct the development and production of the Adult, Dislocated Worker, and Youth portion of the WIOA State Plan including: the development of a formula to allocate rapid response funds to all local areas in the state; the development of guidelines and procedures for agencies to request rapid response funding which include a review by the Governor's Council on Workforce Investment; 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; including requests for National Dislocated Worker Grant funding to assist dislocated workers. Coordinate policy development and planning to ensure consistency with federal requirements and Job Center efforts.
- A9. Direct the development of the Rapid Response Application 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 activities to workers, companies, and communities experiencing layoffs and recommend improvements to procedures and materials to improve the responsiveness of the system.
- A11. Direct the granting processes for 11 Workforce Development Boards and Response Dislocated Worker Projects.
- A12. 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.
- A13. Assist in the implementation of the bureau's information technology plan.

A14. 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 Policy Development & Program Administration Section

B1. Receive and review regular reports and documents to assure that local programs do not exceed cost limitations imposed by WIOA 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 center 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 with LMI section to use data for programmatic decision making.

B7. Coordinate rapid response activities at the state and local level.

B8. Represent the agency by attending meetings and conferences related to the operation and performance of workforce development programs.

B9. Participate with other state and regional staff in special state committees dealing with statewide policy, planning and grant management issues.

B10. Coordinate with the DWD Communications office to respond appropriately to inquiries from the media, elected officials, company representatives and the public on business closings and related events. Notify DET management, the Office of the Secretary and the Department of Commerce of significant events that may require their attention.

30%. C. Supervision of staff in the Section

- C1. Provide leadership and oversight in the areas of recruitment, selection, hiring, staff development, discipline, performance review to ensure compliance with established policies and procedures.
- C2. Conduct performance and goals expectation meetings to set goals and performance standards; determine training needs and develop work plans.
- C3. Prepare annual and probationary performance evaluations for employees based on the Department's performance standards and employee input and meet with each employee to discuss.
- C4. Support employees in achieving strategic goals by providing appropriate staff straining, 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.
- C5. Develop and implement training objectives and programs for staff to facilitate performance of assigned tasks and assist with career development and planning as necessary.
- C6. Conduct staff meetings on a regular basis to provide information and gather feedback.
- C7. 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.
- C8. Advise employees on the work rules and standards of discipline and performance. Enforce these departmental rules and standards. Provide regular feedback to employees for positive performance.
- C9. Review workplace health and safety goals and expectations with new employees and during each employee's performance and goals expectation meeting.
- C10. 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.
- C11. Investigate and report workplace accidents promptly and complete required accident/worker's compensation reporting forms in a timely manner.

- C12. Enforce safety policies, department work rules, and other department/state safety requirements, including the division's Continuity of Operations Plan for critical incidents.
 - C13. Ensure that employees are aware of the Employee Assistance Program (EAP) and refer employees as appropriate.
 - C14. Represent the bureau in the investigation and resolution of division grievances to ensure proper grievance steps are taken.
 - C15. Direct employees in planning and implementing bureau/division goals, policies, and programs to ensure productive and efficient use of staff.
- 5% D. 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 Innovation and Opportunity Act and other workforce development programs.
- Extensive knowledge of practice in state/Workforce Development Boards relationships and their statutory basis.
- 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.
- Ability to make presentations to large and small groups.

Supervisory AA/EEO Responsibilities

1. Implement and support the department's AA/EEO policies and procedures.
2. Implement and support the department's Affirmative Action Plan, including the achievement of affirmative action goals to eliminate underutilization.
3. Provide equal opportunity in all terms, conditions and privileges of employment, including but not limited to recruitment, certification, selection, job assignment, working conditions, fringe benefits, compensation, staff development, training, transfer, layoff, disciplinary action, termination and promotion to comply with department policy and federal and state equal employment opportunity laws.
4. Maintain a work and service delivery environment of equal opportunity, free from harassment and accessible to job applicants, employees, interns, partners and consumers with disabilities
5. Refrain from any conduct which may be construed as prohibited harassment, discrimination or retaliation for filing a complaint or requesting a disability accommodation under DWD policy and state and federal laws.
6. Provide reasonable disability accommodations for job applicants and employees with disabilities.
7. Maintain confidentiality of medical, disability and reasonable job accommodation information and records.
8. Attend training regarding equal opportunity policy and supervisory responsibilities for creating and maintaining a work and service delivery environment free from prohibited harassment/hostility and retaliation;
9. Participate in annual refresher discussions of equal opportunity policy, its implementation and related issues at division management meetings in consultation with the DWD AA/EEO Office;
10. Include an annual refresher discussion of employee responsibilities for a harassment/hostility free environment at staff meetings with non-supervisory employees.

STANDARD SUPERVISORY TASKS - (ADDENDUM TO POSITION DESCRIPTION)

Advise employees on the work rules and standards of discipline and performance. Enforce these departmental rules and standards. Provide regular feedback to employees for positive performance.

Maintain a harassment free work environment.

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

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.

Investigate and report workplace accidents promptly and complete required Accident worker's compensation reporting forms in a timely manner. Enforce safety policies, department work rules, and other department state safety requirements.

Promote safety awareness and reporting in staff meetings and ensure that all staff are familiar with local office emergency action plan and building security plan requirements.

Orient new employees on the provisions of the local office's emergency action plan and building security plan.

Immediately notify the DWD Incident Managers or Division Communications Coordinators of any fire, assault, bomb threat, other incident or threat, or any damage to DWD offices.

Ensure that employees receive training in the safe operation of work equipment, appropriate application and user maintenance of protective devices, and appropriate workplace behavior necessary for a safe workplace environment. Ensure that work equipment is maintained and used in a safe operating condition.

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