

UPPER RIO GRANDE WORKFORCE DEVELOPMENT BOARD

COMPETENCY-BASED JOB DESCRIPTION

POSITION: Policy Administrator **FLSA Status:** Exempt
REPORTS TO: Chief Financial Officer

Salary Range 17: \$39,338.17 to \$52,842.09
Starting Range: \$39,338.17 to \$45,240.00; DOE

I. JOB SUMMARY

Responsible for the Board Policies and Procedures that govern the oversight of the workforce service delivery and ensures policies and procedures are in compliance with applicable laws, rules, regulations and directives. Serves as the Board's point of contact for all issues related to the request for modification, reviews, authoring and seeking approval of the Board's Operational Policies and Procedures. Ensures that affected system staff and stakeholders are informed and briefed on any and all effected workforce service delivery policies and procedures. Develops workforce service delivery standard operating procedures and establishes a system to ensure that the workforce service delivery contractor complies with these established operating procedures. Ensures that all Board planning documents, to include the Board's Local Plan, and request for funding documents that are submitted to State and Federal entities are in compliance with applicable laws, rules, regulations, directives, and Board initiatives. Oversees and monitors the implementation, progress, and overall performance of assigned workforce programs in the support and achievement of Board strategic goals and objectives. Monitors program performance, prepares required program reports and makes programmatic recommendations to enhance the effectiveness of Board services and the return on investment of Board resources. Using strong interpersonal and communication skills, maintain active relationships with business planning, workforce development groups, and community partners. Performs workforce program development research and planning making timely recommendations for continuous improvement of programs. The value of this position will result in enhancing the effectiveness of workforce program services and the return on investment of Board resources.

II. ORGANIZATIONAL COMPETENCIES

Refer to the URG Organizational Competency Profile and the Board's Pledge of Excellence.

III. KEY POSITIONAL COMPETENCIES

Develops Board Policies and Procedures that Governs Workforce System-Wide Service Delivery Compliance

- Reviews current policy and procedures for compliance with applicable rules, regulations and directives.
- Ensures policies and procedures are current and consistent with the Board's "sunset guidelines".
- Routinely reviews operational procedures to ensure service delivery practices are consistent with applicable Board policy and procedure.
- Develops and reviews service delivery forms and documents to ensure standardization.
- Secures translation for identified documents and forms.

- As the designated Board contact person for all TWC Workforce Development letters, Technical Assistance Bulletins and Department of Labor Training and Employment Guidance Letters ensures that these documents are reviewed, summarized, responsible staff identified for execution and distributed in accordance to established methods.
- Develops and maintains a tracking system for the above and ensures that management is appropriately informed of any and all changes that may impact their area of responsibilities.

Performs Workforce Program Management, Development, Research and Planning for Child Care Services

- Participates in the development, implementation and maintenance of workforce program goals, objectives, policies, strategies, and business plans. Prepares recommendations and justifications for changes in policies. Develops and revises policies when necessary.
- Oversees and/or performs complex planning, research and statistical analysis in the development of workforce system plans, including program strategic and business plans.
- Responsible for the coordination and preparation of the integrated workforce program plan and modifications.
- Uses economic forecasting, program data and community information to design plans promoting the best use of program resources for all customers, i.e. employers, job seekers, educational institutions and the community.
- Prepares for situations that are likely to develop as a result of population growth or social and economic change through forecasting the community's long-range needs. Assures plans are in compliance with federal regulations and maximizes benefits to target populations.
- Analyzes proposed legislation, rules and regulations and TWC concept papers in the preparation of policy briefing and/or positions.
- Oversees the collection, organization and analyses of data required in the development of plans. Reviews and evaluates information on service delivery system methods, outputs and activities to identify gaps in resources and to recommend improvements.

Nurtures Partnerships Impacting System Programs

- Performs as the Board staff Liaison for the Board of Director's Policy and Planning Committee and the Board of Director's Child Care Committee.
- Performs liaison functions in accordance to Board procedures.
- Collaborates with Board staff to recommend program enhancements related to the delivery of workforce programs.
- Working within the framework set by legislation, proposes creative, practical, alternative methods and solutions for improving the design and delivery of workforce development programs.
- Maintains active relationships with business, planning, workforce development groups, and community partners through membership and/or participation in external committees for the exchange of continuous and timely information.
- Assists in identifying and acquiring external resources to enhance system resources.

- Assists in the development of Request for Proposals for the purpose of maximizing services to target populations through the procurement of contracted services. Assists in the evaluation process as well.
- Provides technical assistance to staff and contractors regarding workforce programs.

IV. POSITION SUCCESS FACTORS / PERFORMANCE MEASURES

- Contributions to improved workforce program management, effectiveness, and performance.
- Timely and sound recommendations resulting in continuous process improvement.
- Research and data-driven based recommendations resulting in performance improvements to the workforce services.
- Compliance with state and federal regulations.
- Maximized benefits to target populations.

V. QUALIFICATIONS

Graduation from an accredited College or University with at least four years of experience with workforce development, planning, project management, policy administration or related field. Prefer a minimum of two years management experience. Experience and education may be substituted for one another. (18 mos. direct or related experience is equal to 1 year of education).

VI. TYPE OF EQUIPMENT OPERATED & PHYSICAL REQUIREMENTS

- Duplicating equipment; telephones; personal computers; calculators; fax machine.
- May sit for extended periods of time; stooping; bending, squatting, may lift and/or carry up to ten (10) pounds of paper, printed material or files; reaching, pushing, pulling standard file cabinet and vertical file drawers.

NOTE: This job description outlines the general characteristics, qualifications, and performance responsibilities for this position. Additional requirements may be stipulated during the assignment of an employee to this position.