

Workforce Solutions Cameron Program Manager

Department: Executive
Reports To: Chief Program Officer/EO & Section 504 Officer
FLSA Status: Exempt
Salary Group: B17
Approved Date: 11/13/2020

PROGRAM MANAGER

GENERAL DESCRIPTION

Performs complex (journey-level) project management work. Work involves coordinating, planning and monitoring the progress and schedule of workforce programs as assigned; communicates with agency program staff, other governmental agencies, community organizations, and the general public. May plan, assign, and/or supervise the work of others. Responsible for developing Board policies/procedures and keeping them current. Monitors contractor performance. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Reports to the Chief Program Officer.

EXAMPLES OF WORK PERFORMED

1. Manages, develops, oversees training, and implementation of the Workforce Programs, including, but not limited to, WIOA, Choices, SNAP, ES, and other special programs.
2. Conducts surveys, inspections, or reviews to determine compliance with certification requirements, laws, regulations, policies, and procedures specific to the workforce programs.
3. Monitors and manages subrecipient project quality to ensure project deliverables are acceptable and fulfill the terms of the project contract or specifications as stated in contracts.
4. Identifies the need to revise program area(s) to produce a more effective program.
5. Works with the program staff in determining trends and resolving technical problems.
6. May provide technical assistance to contractor staff as needed/requested.
7. Oversees Contractor's Services.
8. Conducts program performance analysis (programmatic and fiscal) using current performance reports, and expenditure reports.
9. Develops/recommends and prepares justifications for procedural or program policy as needed/required.
10. Identifies programs and other initiatives for special populations.
11. May assist in developing statements of work for agency RFP's related to workforce programs, including Youth Programs.
12. Studies and analyzes operations and problems and prepares detailed and comprehensive reports of findings and recommendations.
13. Works with and speaks to community and professional groups to coordinate, improve, and stimulate interest in the programs, and to secure financial support for local programs.
14. Provides consultative services to plan, implement, and monitor effective agency programs.
15. Prepares administrative reports, studies, and specialized research projects.
16. May review case histories to evaluate the effectiveness of standards and policies in serving clients.
17. Plans, develops, coordinates, monitors and evaluates educational programs.
18. May investigate allegations of abuse and neglect; document findings; and assist with complaint/incident intake.
19. Performs related work as assigned.

SUPERVISORY RESPONSIBILITIES

This job has supervisory responsibilities.

MINIMUM QUALIFICATIONS

Experience and Education

Experience in the management and direction of WIOA workforce programs, and other programs under the workforce one-stop system. Graduation from an accredited four-year college or university with major course work in a field relevant to the assignment is generally preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of local, state, and federal laws and regulations relating to the WIOA law of 2014 and other workforce programs under the workforce system; of public administration and management techniques; of interviewing, training, and statistical analysis processes; and of program planning and implementation.

Ability to direct and organize workforce program activities; to establish program goals and objectives that support the strategic plan; to identify problems, evaluate alternatives, and implement effective solutions; to prepare reports; to communicate effectively; and to plan, assign and supervise the work of others.