

WORKFORCE SOLUTIONS – ALAMO

Job Description

Job Title:	Workforce Monitor II
Department:	Quality Assurance
Reports to:	Director of Quality Assurance
FLSA Status:	Exempt
Salary Range	\$51,614-\$84,479
Pay Grade	B22
Approval Date:	July 2017
Review/Revision Date:	July 14, 2020
Funding:	Grant
Duration:	Indefinite

Summary: Under the direction of the Director of Quality Assurance, plans and conducts the monitoring of WSA providers, services, grants, and contracts to verify and ensure compliance with regulations, meet and exceed quality standards, and help implement continuous improvement activities. Performs quality assurance and monitoring-related functions and prepares written reports. Serves as a member of one or more teams. Exercises discretion and independent judgment in matters of significance as related to the general business operations of the agency. Regular attendance is required and performs other relevant duties as assigned.

A position utilizing this classification will be designated as security sensitive, according to Vernon's Texas Codes Annotated, Labor Code, Section 301.042.

Essential Duties and Responsibilities:

Program Monitoring

Timelines and Risk Assessments

1. Assists in the development, completion, and reporting of risk assessments.
2. Bases on the risk assessment, helps develop plans, resource allocation, and timelines.
3. Updates monitoring schedule and deliverables, and reports progress in an on-going basis.

Compliance

1. Assists with meeting and exceeding Texas Workforce Commission and other grantor's quality standards and compliance requirements.

2. Ensures Board, contractor, and subrecipient compliance with federal and state laws, regulation, and guidelines, WSA policies and procedures, and program requirements.

Monitoring of Services

1. Reviews contractor internal quality and monitoring systems and reports, including trace work to verify reporting accuracy.
2. Generates random and other sampling universes and performs on and off-site reviews to ensure effective and efficient service delivery and compliance.
3. In coordination with WSA Facilities Team, assists and/or helps perform EO Accessibility Monitoring reviews.
4. Performs Personally Identifiable Information (PII) and sensitive information reviews and the implementation of confidentiality safeguarding systems.
5. Participates in entrance and exit interviews with contractor staff.
6. Performs follow-up reviews as needed.
7. Participates in special investigations and performs slant reviews.
8. Participates in contractor meetings as requested.

Fiscal Monitoring

1. Fiscal monitoring of contractor-issued support services, work experience, training services, childcare parent share of cost and income eligibility (elements/services related to funds).
2. Assists in developing fiscal monitoring tools.
3. Assists with fiscal audits.
4. Assists and/or conducts fiscal integrity reviews.

Continuous Improvement

1. Provides recommendations and technical assistance tied to the development and implementation of systems that lead to continuous improvement in service delivery and in meeting/exceeding agency goals.
2. Assists in the provision of technical assistance and other learning opportunities for Board and contractor staff.
3. Validates that policies and procedures of both Board and Contractor staff meet compliance requirements, quality standards, and continuous improvement activities.
4. Helps align WSA's quality assurance efforts with WSA's Local Plan.

Information & Data Applications

1. Reviews and remains an expert in related laws, rules, regulations, guidelines, and policies.

2. Assists and takes initiative in the development of automated monitoring tools.
3. Generates and uses TWIST and ad-hoc reports to prepare samples, perform reviews, help oversee continuous improvement efforts.
4. Prepares written reports in a timely manner, to include observations, findings, and recommendations resulting from monitoring reviews.
5. Assists the QA Director in the development and maintenance of a Quality Assurance, Technical Assistance, and online system/portal tied to a policy portal.

Training

1. Participates in training opportunities to remain up to date in related areas.
2. Participates as a member of the statewide Quality Assurance Network.

Internal Coordination

1. Participates in department teams as requested.
2. Participates in agency meetings.
3. Collaborates with other WSA departments and WSA team members.

Supervisory Responsibilities: None

Qualifications: To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Graduation from an accredited four-year college or university; three years of experience related to workforce development programs; or an equivalent combination of experience, training, and/or education approved by the agency. One year of full-time workforce development program development experience can substitute for 30 semester hours.

Knowledge, Skills and Abilities:

Working knowledge of local, state, and federal laws, rules, regulations, and policies applicable to WSA workforce development programs as well as an understanding of career counseling practices, case management elements, and service delivery within the TWC workforce development system.

Strong interpersonal and communication skills including writing, speaking, presenting, and listening. Proficiency in reading, writing, and speaking English is required.

Demonstrable proficiency with the MS Office package and MS365 to include Word, Excel, Access, PowerPoint, and Outlook. Familiarity with TWIST and other TWC Applications. An understanding of data analysis and/or data science. Technology savvy and fluency with the development of automation and automated processes is highly desirable.

Basic principles of accounting, financial reporting, internal control reviews, grants management, and budget concepts.

Demonstrable ability to gather, organize and analyze information; to develop solutions to problems; to prepare reports; and to develop and evaluate procedures; must be able to conduct research, and to work confidentially.

Ability to work in a team-oriented environment, multi-task and self-starter.

Other Qualifications:

Must be legally eligible to work in the United States.

Must have proof of a valid driver's license and auto insurance.

Physical Demands and Work Environment: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See the Job Activity Requirements for the Essential Job Functions attached and description of the work environment.

Career Development: This position could advance to Senior Workforce Monitor.

Reviewed and accepted: _____

Date: _____