



Position Profile

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|---------------------|-----------------------------------|---------------------------|-------------|
| Title: | Monitoring and Compliance Manager | Incumbent: | Pam Streich |
| Reports to: | Executive Director | Incumbent Sign-off | |
| Department: | Workforce Development Board | Grade: | |
| Approved by: | Executive Director | Date: | 10/01/2023 |
| | | Revision Date: | |

OBJECTIVE: This position is responsible to objectively review program activities and operations, identify existing or potential deficiencies, make recommendations on improvements to customer service and quality and monitor compliance with the Workforce Innovation and Opportunity Act and other legislation and their corresponding regulations and all agreements and contracts.

I. RESPONSIBILITIES:

1. Review and analyze data to ensure legislative, regulatory, policy and contract compliance for contractors and other vendors.
2. Create schedule for program monitoring including desk audits of participant files and contracts, onsite visits and follow up visits.
3. Create/Modify program-monitoring tools.
4. Prepare formal reports of program monitoring activities
5. In collaboration with the Executive Director, review results with affected parties, recommend corrective actions and follow up on the resolutions.
6. Maintain accurate files.
7. Monitoring responsibilities apply to:
 - Department of Human Services Programs
 - WIOA Title I Adult/Dislocated Worker Programs
 - WIOA Title I Youth Programs
 - Contract Monitoring of all other Contractors or Special Projects
 - Vendor ADA and EO Accessibility
 - PA CareerLink® Operations
 - Workforce Solutions Local Plan
 - Other grants and programs that require monitoring and oversight.
8. Assist Fiscal Director with data required for the completion of Fiscal Monitoring.
9. Analyze data to identify trends and recognize anomalies that need to be considered in policy development or corrective actions becoming proficient with Ad Hoc Reporting in CWDS.
10. Maintain understanding of all applicable federal, state and Workforce Solutions policy. Provide assistance to Workforce Solutions staff on policy interpretation.

11. Prepare for state and federal program reviews to include, but not be limited to organizing requested materials, coordinating logistics and reviewing pre-review tools with Workforce Solutions staff.
12. Review Training Contracts for compliance with Workforce Solutions Policy.
13. Assist with and / or Manage special projects as identified by the Executive Director.
14. Act as a NCWDB liaison, maintaining good working relationships and ensuring communication with state, subcontractor, PA CareerLink® staff and other partners.
15. Collaborate with a variety of community agencies to leverage services and funding to serve our youth as well as other job seekers and employers.
16. Foster relationships with employers and area agencies and participate in discussions promoting the workforce delivery system and enhancing services to the community.
17. Participate in state technical workgroups and occasionally attend meetings, maintain contact with state agencies.
18. Participate on various local and regional economic, community and workforce committee meetings as appropriate.
19. Use data available through CWDS and other data sources, such as customer satisfaction tools and outcome reports, to provide regular reporting on performance outcomes to Committees, Workforce Solutions staff and contractors.
20. Perform other duties as required.

II. QUALIFICATIONS:

- Bachelor's degree preferred;
- A minimum of 3 years' experience in workforce development activities under the Workforce Innovation and Opportunity Act (WIOA) preferred.
- A minimum of 3 years' experience working with the Commonwealth Workforce Development System (CWDS) system of record preferred.
- Ability to work effectively under pressure;
- Motivated self-starter with the ability to work collaboratively and independently with purpose and accuracy in a fast-paced environment

III. SPECIAL REQUIREMENTS:

- Must have leadership and interpersonal skills, and ability to maintain confidentiality.
- Must have a high level of analytical, reasoning and problem-solving skills.
- Must have a high level of judgment and decision-making skills.
- Must be flexible and willing to learn, i.e. new software programs, etc.
- Must have a valid driver's license and the ability to travel locally and statewide on a frequent basis.
- Must have a good knowledge of the regional road system.
- Must have strong written and verbal communication skills.
- Must have strong level mathematical skills.
- Must have competent PC skills and knowledge of MS Office software.
- Sitting: 80%; Walking/standing: 20%

IV. EQUIPMENT UTILIZED:

1. Personal computer and printer.
2. Cell phone
3. Office equipment, i.e. telephone system, fax, copier, etc.

V. POSITION DIMENSIONS:

- a Number of employees supervised:
- | | |
|-------------|---|
| directly | 0 |
| indirectly: | 0 |
- b Budget for which accountable: \$0

Note: Workforce Solutions retains the discretion to add to or change the duties of the position at any time.

VI. JOB DESCRIPTION DISCLAIMER:

- The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this position. It is not designed to be interpreted as a comprehensive inventory of all functions, duties, responsibilities, qualifications, and working conditions required of employees assigned to this position.
- Workforce Solutions believes the essential functions of this position and other duties and responsibilities are included in this description. Management has the discretion to add to, modify the essential functions and other duties and responsibilities of the position and to designate other functions as essential at any time.

VII. INCUMBENT CERTIFICATION:

By my signature below, I certify that I have read, understand and accept the position specifications, essential functions, other duties and responsibilities and all other statement and conditions as outlined in this job description.

Signature _____
Employee

Date: _____

Signature _____
Supervisor

Date: _____