

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title:	Workforce Development Program Manager
Reports To:	Workforce Development Director
Supervises:	Career Planning Staff
FLSA Status:	Exempt
Pay Grade:	7

General Duties:

Under the direction of the Director of Workforce Development, the Manager is responsible for development, implementation, operation, and evaluation of all education, vocational training, and work readiness activities through the Illinois workNet Center and its satellite offices (Dislocated Worker, Rapid Response, Incumbent Worker, Comprehensive One-Stop Delivery System, Snap-to-Success, Provider Agreements, Apprenticeships, etc.). The position is responsible for program oversight, quality assurance, compliance monitoring, technical assistance and effective continuous improvement for workforce program services in compliance with the statutory provisions of the Workforce Innovation and Opportunity Act (WIOA). In addition, the position will be responsible for sector strategy oversight of one or more industry partnerships and support of business engagement strategies. The Manager is responsible for implementing the planned goals of the Workforce Innovation Area and Chief Executive Officer boards operating in Champaign, Ford, Piatt, Iroquois, and Douglas Counties in East Central Illinois. The Manager is responsible for providing analytical data, including performance indicators, to assist the respective boards with oversight and decision making.

The Program Manager reports to the Workforce Director of the Champaign County Regional Planning Commission, the WIOA grant recipient and fiscal agent for the Local Workforce Innovation Area 17. The Manager is responsible for the compliant administration, skilled operational performance, and financial integrity of all procedures, programs, and activities of WIOA grants and local contracts. The Program Manager must be operationally familiar with the rules and regulations of WIOA and other applicable regulatory and administrative regulations.

Specific Duties and Responsibilities:

Program Management

- Provide oversight for contracted youth and/or adult services including program and policy development, case file and data management, performance and monitoring, and policy development to ensure compliance and best practice, through formula and discretionary grants.
- Responsible for directing career planning staff including job assignments, case file and database management, performance monitoring, and evaluation of outreach efforts.
- Promote workforce development activities in the five-county area through the organization's website, social media network, boards and roundtables, and community network platforms.
- Guides customer services and ensures the delivery of high-quality workforce development services that support the needs of businesses, job seekers, and labor force.
- Oversees the local workforce area's operations to meet goals and standards established by the boards and in accordance with local and regional plans.
- Implements policies and procedures to ensure administrative and operational goals, objectives, and performance measures are met.
- Interprets federal and state workforce development policies and regulatory requirements and fosters understanding of strategic goals and initiatives with career planning staff.
- Provides feedback to the director and boards related to service delivery and outcomes.
- Facilitates partnerships to advance service delivery and address labor market requirements in a coordinated manner.

Sector Strategy Development

- Work with workforce and economic development partners to research sector growth opportunities and projections to recommend sector focus and strategies including key industries in the regional area.
- Connect industry to emerging workforce experience activities; connect qualified job seekers to employers and participate in industry workforce network groups.
- Collaborate with industry and workforce training partners to improve access and evaluation of qualified candidates.
- Engage partners to work on deliverables of the identified plan within each industry sector.
- Write and update stories that promote activities and successes.

Partnership Building

- Facilitate and maintain information sharing among community stakeholders, partners, and providers.
- Prepare relevant funding proposals and support a team effort in drafting project proposals.
- Establish and maintain strong relationships with business, government, and educational institution leaders.

- Attend and represent the Regional Planning Commission in meetings, presentations, business roundtables, and job fairs related to program development and related areas of responsibility at the local, state, regional, and federal levels as required.
- Other duties as assigned.

Required Knowledge, Skills, Characteristics and Abilities:

- Bachelor's degree with at least two years of professional work experience in planning, developing, and researching work directly related to program design and administration, business outreach, workforce or community development.
- Bachelor's degree preferred in Business Administration, Organizational Development, or Public Administration with two years of direct program management experience required
- Possess an in-depth working knowledge of the Workforce Innovation and Opportunity Act (WIOA) and associated state and federal administrative and regulatory requirements
- Must possess strong leadership skills, effective written and oral communication abilities, including the ability to speak comfortably before large audiences and engage in open dialogue
- Ability to convey complex concepts accurately and succinctly present to distinctly different audiences
- Ability to build consensus among workforce system stakeholders;
- Have a strong commitment to improving employment and economic opportunities for all members of the local community.

Demonstrated Abilities:

- Manage complex projects with multiple stakeholders.
- Oversee federal and state grants and local contracts.
- Communicate professionally orally and in writing.
- Creatively problem solve and discover innovative solutions.
- Gather, analyze, and interpret data to present ideas, conclusions, and factual data in clear and concise written and verbal formats.
- Work in partnership with other organizations and groups.
- Ability to foster optimal staff productivity and performance.
- Identify and evaluate project and program elements.
- Work with staff and community partners to coordinate project and program activities.
- Establish and meet designated timelines.
- Work independently and as a team leader.
- Work collaborative with diverse groups of individuals.
- Show above average computer literacy and familiarity with software and complex databases.
- Develop individualized business plans.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, training, service delivery, and other work sites.
- Provide direct work with business, employers, etc. approximately 75% of workweek.
- Travel and/or complete program related functions sitting/ standing at a desk approximately 25% of workweek.
- Lift and carry equipment necessary to complete work, approximately 20 pounds.

Competencies:

- **Decision-Making and Analytical Skills:** Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements. Perform professional level work requiring a wide range of administrative, technical, budgeting, finance, legal or managerial methods applied to complex problems.
- **Leadership and Communication Skills:** Possess advanced analytical and influencing skills. Must have the ability to manage grants, contracts, projects, and processes across functional areas. Must have the ability to apply best practices and the workforce team's talent to add value to the public workforce system through successfully:
 - Leading a team and building strong community relationships
 - Researching, writing, and implementing grant agreements
 - Engaging with state and federal officials to stay current on legislation, new developments, and policy and program interpretation
 - Innovating with community and employers to offer new or enhanced workforce training and career advancement opportunities
 - Understanding the culturally diverse needs across the region and align workforce development strategies to remove barriers
 - Managing multi-year grant budgets with complex revenue streams
 - Formulating and executing strategic plans and developing innovative initiatives.
- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.

- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.

Work Environment:

- Ability to attend program meetings and/or training as required at both on-site and off-site locations.
- Ability to work a flexible schedule to accommodate scheduling needs including periodic evenings and weekends.
- Office work will be performed in an open cubicle environment sometimes involving distractions.
- Frequent near-vision use for reading and computer work.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered "essential functions" to a

particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

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