Youth Operations Specialist

The Southern Alleghenies Planning & Development Commission, on behalf of the Southern Alleghenies Workforce Development Board, is seeking a qualified individual to serve as the Youth Operations Specialist. Key position responsibilities include: Youth program development, procurement and delivery; quality assurance, monitoring and performance management; strategic planning and staff support for the Young Adult Council.

The successful candidate must have a bachelor’s degree in Education or four years’ work experience in a related position; experience in the implementation of Workforce Innovation and Opportunity Act Title I programs is preferred.

$38,500 starting salary plus excellent fringe benefits. Interested parties should submit a resume and three professional references to Debbie Shaffer, SAPDC, 3 Sheraton Drive, Altoona, PA 16601, no later than Noon, Wednesday, July 8, 2020. SAP&DC is an EEO employer.
TITLE: Youth Operations Specialist
DEPARTMENT: Workforce Development
FLSA STATUS: Full Time Non-Exempt
GRADE:

JOB RELATED BEHAVIORAL COMPETENCIES:

A “Competency Library” (document) serves as a source of definitions and as a guide for competencies necessary for successful job functioning in the position of Youth Operations Specialist. Cooperatively with the Workforce Development Board Director, pertinent competencies-specific behavioral indicators are selected for the position of Youth Operations Specialist. These will serve, in part, as the basis for performance evaluation.

OVERALL PURPOSE OF JOB:

This position is responsible for workforce system compliance monitoring and quality assurance functions with a focus on youth, provision of technical assistance and training to workforce services providers and regional workforce partners, and assisting in identifying service gaps and new program development on behalf of the Southern Alleghenies Workforce Development Board (SAWDB).

ESSENTIAL FUNCTIONS OF JOB: (other duties may be assigned)

1. Develops and implements a Workforce Innovation and Opportunity Act (WIOA) Title I quality assurance and compliance monitoring process.

PERFORMANCE MEASURES

- Reviews the WIOA, along with workforce information notices and technical guidance letters for references to monitoring requirements for Youth services and ensures that the SAWDB monitoring policies and procedures are current and meet state and federal requirements.
- Develops and updates, on an annual basis, quality assurance and compliance monitoring tools that document provider performance and compliance with local policy and state and federal law.
- Conducts regular monitoring visits (announced and unannounced) to PA CareerLink® sites and provider offices/work sites, to ensure compliance with all established policies and laws primarily related to Youth services.
- Conducts quality assurance and compliance monitoring reviews of participant files, work sites and subcontracted Youth services and documents the results of each visit in internal files for review by PA Department of Labor and Industry compliance monitors. Develops correspondence to appropriate
subcontractors that outlines concerns/non-compliance issues, and follows up to ensure corrective action has been taken.

• Reviews subcontractor action plans to address identified concerns/issues of non-compliance and conducts follow-up visits within 90 days to ensure implementation of corrective action plans.
• Provides technical assistance and training to subcontractor staff, Youth Council, SAWDB, One-Stop Operator, PA CareerLink® staff and other workforce partners and participates in monthly SAWDB meetings.
• Conducts meetings with subcontractors to disseminate information, instruct, and facilitate the sharing of best practices.
• Reviews subcontractor requests for Individual Training Account funding for compliance with policies and laws, recommends appropriate action, generates appropriate correspondence, and updates electronic databases.
• Reviews subcontractor requests for Youth supportive services for compliance with existing policies, recommends an appropriate response, generates related correspondence, and updates electronic databases.
• Monitors Title I Youth program expenditures, with Fiscal Tech, on an on-going basis for appropriateness and to ensure that necessary expenditure levels are met.

2. Coordinates the WIA Title I performance management system.
   PERFORMANCE MEASURES
   • Develops and implements, in cooperation with SAWDB director and staff, a regional performance management system.
   • Communicates information relative to the WIOA performance management system to Title I points of contact.
   • Collects, analyzes and disseminates Youth-related performance reports to SAWDB, Youth Council, and Youth program points of contact on a quarterly basis.
   • Monitors performance benchmarks, requests and approves action plans submitted by subcontractor staff to address deficiencies in attainment of Common Measures performance levels.

3. Develops and implements a PA CareerLink® quality assurance and compliance monitoring process.
   PERFORMANCE MEASURES
   • Develops and updates, on an annual basis, quality assurance and monitoring tools that document provider performance and compliance with local policy and state and federal law.
   • Conducts annual monitoring visits to all PA CareerLink® sites to ensure compliance with all established policies and laws and documents areas of concern/non-compliance for communication to One-Stop Operator and site administrator immediately following each visit.
   • Reviews PA CareerLink® action plans to address identified concerns/issues of non-compliance and conducts follow-up visits within 90 days to ensure implementation of correction action plans.
   • Prepares PA CareerLink® sites, in conjunction with SAWDB director and staff, for chartering and ensures that all Department of Labor and Industry standards are met.
   • Provides technical assistance to One-Stop Operator and Site Administrators as required/requested.

4. Communicates information relative to the Southern Alleghenies Workforce Development Area to other workforce development partners.
   PERFORMANCE MEASURES
   • Represents the SAWDB staff on appropriate state and local workforce development related committees as assigned.
   • Submits required youth employment-related statistics to the Commonwealth on a monthly basis.
   • Completes required Commonwealth reports related to special Youth services (TANF)
• Conducts public presentations on behalf of the SAWDB.

5. **Engages in program development, procurement, and delivery.**
   **PERFORMANCE MEASURES**
   • Recommends new programs and services to the SAWDB Director and Youth Council for communication to the SAWDB.
   • Identifies new funding sources available to support workforce developments services to youth, including cash and in-kind support partners.
   • Develops proposals, in conjunction with SAWDB director, to secure grant funds to support expanded Youth services.
   • Participates in special Youth grant monthly calls and completes reports associated with the grants.
   • Drafts Request for Proposals, in conjunction with SAWDB director, for procurement of Youth services. Evaluates submitted proposals, upon receipt, for compliance with WIOA regulations and SAWDB policies and recommends funding options to the Youth Council.
   • Recommends new policies or changes to existing policies, in an effort to improve service delivery, to SAWDB Director for communication to the SAWDB.

6. **Provides staff support to the SAWDB Young Adult Council.**
   **PERFORMANCE MEASURES**
   • Recruits appropriate members to the Young Adult Council and orienting them to the role and responsibilities associated with the Council.
   • Schedules Young Adult Council meetings and handles development and preparation of agenda and meeting packets and minutes.
   • Prepares the Young Adult Council chair for the quarterly meetings.
   • Drafts staff recommendations on identified issues, as necessary.

7. **Engages in Strategic Planning Initiatives.**
   **PERFORMANCE MEASURES**
   • Completes the TANF Annual Plan and TANF Annual Report for submission to the Department of Labor and Industry.
   • Participates in strategic planning activities as initiated by the SAWDB.
   • Drafts narrative, in conjunction with SAWDB director, for Commonwealth-required local planning documents as related to Youth services.

8. **Meets Attendance Requirements.**
   **PERFORMANCE MEASURES**
   • Consistently reports to work as scheduled or uses appropriate call-in procedures for obtaining approval for time off.
   • Consistently reports to work, meetings, and other business appointments on time and prepared.
   • Achieves a healthy balance between work and personal life.

**OTHER DUTIES OF JOB:**

1. Represents the Commission at various functions as requested.
2. Presents information to the SAP&DC Executive Committee as requested.
3. Participates in professional associations as required.

**SUPERVISION RECEIVED:**

Supervision is typically received from the SAWDB Director.
SUPERVISION ADMINISTERED:
This position does not require the supervision of staff.

MENTAL DEMANDS TYPICAL OF THIS POSITION:
Ability to evaluate courses of action and render independent judgment and decisions on behalf of SAP&DC and others, exercise discretion in the implementation and completion of tasks and projects, manage multiple projects/tasks, utilize creativity, ability to adapt to a constantly changing work environment, maintain a high level of record keeping, provide close attention to detail, ability to work under high pressure for results, meet frequent deadlines, and work closely with others.

PHYSICAL DEMANDS TYPICAL OF THIS POSITION:
- Constantly Incurred (More than 75% of time on job)
  Ability to sit, Repetitive finger movement
- Frequently Incurred (Between 25% - 75% of time on job)
  Ability to stand, Ability to walk
- Occasionally Incurred (Less than 25% of time on job)
  Ability to lift (medium, maximum 50 lbs.)

WORKING CONDITIONS TYPICAL OF THIS POSITION:
- Frequently Incurred (Between 25% - 75% of time on job)
  Ability to participate in same day in-district and/or overnight out-of-town travel for meetings and conferences using a personal or rented vehicle.

PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:
This position typically involves general office working conditions and occasionally involves visiting work sites that may require appropriate outdoor clothing.

QUALIFICATIONS:
- Education
  Requires a bachelor’s degree in education or related discipline or four years equivalent work experience.
- Experience/Training
  At least four years’ experience in a related position. Experience with the implementation of WIOA Title I programs is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:
- Problem Solving Skills
  Troubleshoots or takes initiative to solve problems.
- Communication Skills
  Clearly and consistently verbally communicates priorities.
  Utilizes appropriate grammar, punctuation, and accuracy in written correspondence, manuals, or publications.
Communicates clearly and accurately with news and television media representatives

**Math Skills**
Performs accurate basic mathematical functions such as addition, subtraction, multiplication, and division.

**Computer Knowledge**
Word Processing Software
Spreadsheet Software
Internet/E-Mail
Database
Finance Software

**Other Characteristics**
Ability to draw upon education and training.
Ability to decide upon multiple courses of action
Ability to exercise sound judgment and make decisions without supervision.
Documentation and observation skills.
Strong organizational skills.
Ability to follow established confidentiality policy.
Ability to follow established safety standards.
Ability to use various office equipment, i.e., copier, fax, shredder, printer, etc.
Ability to communicate effectively in written and oral media.
Ability to effectively use computer technology, including word processing.

This job description does not list all the job duties. Occasionally, supervisors or managers may ask you to perform other instructions and duties. Your evaluation is based in part upon your performance of the tasks listed in this job description and these other duties.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the Commission may terminate employment at any time, for any reason.

________________________________________________ ___________________
Signature of Employee       Date

________________________________________________ ___________________
Signature of Supervisor/HR Representative     Date

________________________________________________ ___________________
Signature of Executive Director      Date

Date Prepared/Revised:       June 2020