



PROGRAM MONITOR/QUALITY ASSURANCE JOB DESCRIPTION

JOB SUMMARY: Serves as the Program Monitor/Quality Assurance Specialist for the South Plains Regional Workforce Development Board and is responsible for monitoring programs for compliance with federal, State, and local Board policies and procedures.

ESSENTIAL JOB FUNCTIONS:

- Evaluates program compliance and quality issues for programs in which the Board has oversight authority for- including Workforce Innovation Opportunity Act (WIOA) Adult, Dislocated Workers, and Youth programs; Employer Services; Supplemental Nutrition Assistance Program Employment and Training Program (SNAP&ET); Temporary Assistance for Needy Families (TANF) Choices and Non-Custodial Parent Choices Program; and Child Care Services programs administered by Board approved contractors.
- Monitors contract compliance through technical review of records and interviews with staff through desk reviews and on-site visits, in order to ensure compliance with applicable local, state and federal regulations and policies.
- Reviews and analyzes case notes deficiencies, and extracts data to be verified; collects performance data; identifies adverse trends; and determines compliance with service delivery standards, program requirements, and policies and procedures.
- Plans and organizes case review assignments and verifies information received from case readings, sources, and clients.
- Conducts exit interviews and prepares written and oral reports for contractors and the local board.
- Communicates final determination of monitoring activities to appropriate staff.
- Participates in corrective action planning and service improvement activities.
- Facilitates the meeting of performance standards and achievement of overall workforce developmental goals, based on a local measuring system and analysis.
- Maintains current knowledge of all monitoring requirements of Texas Workforce Commission (TWC) regulations and policies as well as other applicable requirements for other programs.
- Develops risk assessment tools and monitoring documents and develops the annual monitoring schedule for all programs.
- Develops and implements quality assurance programs.
- May analyze quality control error findings for trends or patterns.

OTHER RESPONSIBILITIES:

- Monitors all follow-up activity.
- Develops and implements policies and procedures based upon TWC accepted monitoring practices, as well as local policy and related regulations.
- Assists in the development of forms, evaluation tools, letters, and memos.
- Other administrative duties as assigned by management staff.



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- Serves as the liaison between the Board and the Sub-recipient Monitoring Department of the Texas Workforce Commission.

QUALIFICATIONS:

- Minimum two (2) years' experience in workforce development programs graduation from an accredited four-year college or university required. Experience in workforce development programs may substitute for each year of the required college or university education.
- Knowledge of federal and state program policies and laws, and of quality control procedures.
- Skill in interviewing, in analyzing data, and in using personal computers and applicable software including The Workforce Information System of Texas (TWIST); and WorkInTexas.com.
- Excellent writing, communication and organizational skills are required.
- IBM compatible computer and related software experience required including Word and Excel; preferred use of Access.
- Must be able to meet deadlines and balance a variety of job assignments.

PHYSICAL DEMANDS:

- Employee is regularly required to sit, walk, or stand for extended periods of time.
- On occasion, the employee may be required to lift/move/push or pull up to 25lbs.

WORK ENVIRONMENT:

- Ability to drive distances within the fifteen (15) County South Plains region on a regular basis.
- Noise level in the office environment is moderate.
- Ability to work in a sometimes stressful environment.

TRAVEL REQUIREMENTS:

- Ability to travel by air,
- Ability to travel frequently for activities such as meetings with customers, quarterly meetings and forums, facility inspections or any other necessity that requires travel.
- Must possess ability to provide reliable self-transportation for regional travel and maintain a valid Texas motor vehicle driver's license or permit of appropriate classification and endorsement as required. Must agree to maintain a satisfactory MVR and minimum requirement of insurability required by law. MVR background checks may be conducted by the agency.

Executive Director Approval and Date

Employee Signature and Date

Supervisor Title: Chief Operating Officer



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Grade/Salary: _____ Exempt Yes _____ No _____