

DIRECTOR OF ENROLLEE SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is a professional position charged with the supervision of the Customer Services Unit (CSU) of the Department of Youth and Workforce Services (DYWS) as it relates to the day to day delivery of Title I Adult, Dislocated Worker and Youth services allowable under the federal Workforce Innovation and Opportunity Act (WIOA). The Director of Enrollee Services works under the direct supervision of the Deputy Commissioner of the Department of Youth and Workforce Services.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Oversees the assessment & delivery of a case management approach to supportive services for program participants leading toward attainment of program goals;
- Coordinates CSU resources-facilities, equipment, personnel, time;
- Provides communication and evaluation to CSU staff;
- Develops & performs effective techniques related to assessment of potential employment & training participants, as well as data collection procedures and evaluative procedures;
- Provides in-service training & guidance to CSU staff regarding Workforce Innovation and Opportunity act (WIOA) goals & regulations and other grants;
- Collaborates and co-manages One-Stop Center operation and services with local New York State Department of Labor Center Manager;
- Participates in the contract conferencing for the signing and review of subcontractor contracts and memorandum of understandings;
- Participates in federal, state and local program audits and reviews;
- Coordinates the procurement of needed training & supportive services on behalf of the participant;
- Assigns staff to programs in conjunction with the Commissioner, Deputy Commissioner and Executive Director for regional services as needed;
- Monitors the effectiveness of the procedures for applicant assessment;
- Supervises the performance of the Case Management Unit and the Compliance Unit;
- Develops & performs methods to gather and evaluate assessment information of potential employment & training program participants as needed for determination of suitability for services and the development of an Individual Services Strategy;
- Oversees the formulation of Individual Service Strategy Plans and entry of necessary information into the Department's computerized data collection system;
- Reviews Case Management list;
- Oversees & assists in the process of participants in obtaining necessary supportive services through a case management approach;
- Oversees & assists in the providing of labor market information to participants regarding job opportunities, training or apprentice programs and other educational opportunities;

- Makes training and work site field visits to discuss participant progress and problems with training agencies & employers;
- Conducts & participates in case management staff meetings;
- Serves as the agency support to the Executive Director of the Capital Region Workforce Development Board;
- Assists in the development & ongoing support of DYWS goals, program design, staff development, job descriptions, DYWS policy & procedure;
- Prepares a variety of narrative and tabular reports.
- Participates in conferences as appropriate;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the Federal Workforce Innovation and Opportunity Act;
- Good knowledge of local community organizations and human service agencies;
- Good knowledge of available training and educational programs;
- Good knowledge of job placement and training courses;
- Good knowledge of federal, state and local employment and training regulations;
- Good knowledge of personal computers and office equipment;
- Ability to plan and supervise the work of professional personnel;
- Ability to establish and maintain effective interpersonal relationships with clients, employers, and training agencies;
- Ability to prepare and interpret narrative and tabular reports;
- Ability to communicate effectively verbally and in writing;
- Good judgment;
- Tact and courtesy

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree and (5) years of full-time paid experience in counseling, casework, employment interviewing or related work in a community action or similar agency dealing with the employment or training of economically disadvantaged or low income persons; **OR**
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and seven (7) years of the required full-time paid experience described in (A) above; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and fifteen (15) years of the required full-time paid experience as described in (A) above.