Manager of Delegate Agency Technical Assistance and Support

Job Summary: Under the direction of the Director of Workforce Innovation and Opportunity Act (WIOA) Programs, acts as the lead manager to ensure clear, uniform communication and instruction of WIOA programmatic regulations and Career Connect procedures. Oversees a team of program coordinators to provide technical assistance to a network of delegate agencies. Responsible for overseeing and coordinating responses to the help desk. Prepares materials and generates reports for the delegate agency network to ensure program compliance and effectiveness.

Responsibilities:

- Plans and coordinates technical assistance to delegate agencies on a variety of programmatic matters including but not limited to customer flow review; implementation of WIOA regulations; mandated order of services; general compliance with local, state, and federal policies; and proactive measures for avoiding audit findings and ensuring quality service delivery.
- Generates and analyzes WIOA reports to ensure compliance with current procedures and improve performance.
- Coordinate programmatic responses to delegate agencies generated from the help desk.
- Works with the director of administration to develop WIOA specific content training modules or webinars for the delegate agencies.
- Responsible for onboarding new field staff and developing tools and checklists to ensure completion of training modules.
- Compiles and collects feedback from WIOA program units on delegate agency performance. Works with the compliance unit to identify delegate agency technical assistance needs.
- Assists regional managers on special projects involving onsite reviews for quality and compliance as needed.
- Supervises a team of program coordinators and other working groups to identify delegate agency deficiencies and prepare technical assistance interventions.
- Attends local State and Federal trainings that pertain to WIOA legislation. Prepares and updates procedures and/or policies that pertain to career connect/WIOA legislation and any new changes.
- Identifies issues and/or best practices among delegate agencies.
- Prepares special query reports as needed to support compliance and identify training needs and/or data entry errors.
- Serves as an Illinois workNet, IPATS and Service Finder coordinator with the State.
• Perform all related duties and responsibilities as assigned.

Required Skills:
• Thorough understanding of Workforce Innovation and Opportunity Act and related regulations
• Thorough understanding of The Partnership’s Career Connect System
• Excellent verbal and written communication skills.
• Excellent interpersonal and customer service skills.
• Excellent organizational skills and attention to detail.
• Excellent time management skills with a proven ability to meet deadlines.
• Strong analytical and problem-solving skills.
• Strong supervisory and leadership skills.
• Ability to prioritize tasks and to delegate them when appropriate.
• Ability to function well in a high-paced and at times stressful environment.
• Proficient with Microsoft Office Suite or related software.

Education and Experience:
• Graduation from an accredited college or university with a bachelor’s degree in business, Public Administration, Liberal Arts, Social Work or a related field
• Five years of professional experience in administering a workforce program
• Three years of WIOA experience preferred.
• Three years of management experience preferred.
• Strong analytical and problem-solving skills
• Excellent written and verbal communication skills
• Detail-oriented with strong organizational abilities
• Proficiency in Microsoft Office Suite

Physical Requirements:
• Frequently required to stand, walk and sit
• Frequently required to utilize hand and finger dexterity using a keyboard
• Frequently required to talk or hear
• Occasionally required to lift/push/carry items up to 25 pounds
• Ability to travel to various delegate agency locations throughout Cook County

| Job Title: WIOA Technical Assistance Manager | Department: |
| Reports to: WIOA Program Director | Effective Date: 9/2023 |