

SBWIB, Inc.

SOUTH BAY WORKFORCE INVESTMENT BOARD, INC.

A Private Nonprofit Corporation

An Equal Opportunity Employer

Program Monitor

Job Announcement

Summary:

The South Bay Workforce Investment Board, Inc. (SBWIB) is seeking a highly motivated individual to function as Program Monitor for our subcontracted One-Stop/AJCCs and Vendors. The Program Monitor will be responsible for monitoring Worksites to ensure contractual and program compliance at all locations where program participants are placed to complete their Paid Work Experience/ On-The-Job Training under the Transitional Subsidized Employment (TSE) Program.

Salary & Benefits:

This is a full-time position (40 hours week) paying an hourly wage of \$23.49. Our Company has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Our benefit package represents a hidden value of additional income to our employees, which include a 50% health cost reimbursement (for employee only), sick and vacation time, holidays and a competitive 401k plan. All **full-time** employees are invited to participate in the company's health benefits package after completing the 60-90 day employment introductory period.

Minimum Qualifications:

Graduation from an accredited college or university with a Bachelor's Degree in business, public administration, or a related field and at least three years of experience performing similar functions within a private corporation or public agency. Experience may be substituted for education on a year-for-year basis.

Essential Duties and Responsibilities: Under the direction of the Gain Manager, the Program Monitor is responsible for, but not limited to, the following duties:

- Contact worksites and prepare monthly monitoring schedule.
- Visit worksites, meet with supervisors, address their concerns, and supply required documents, if needed.
- Verify that worksite has a valid executed contract.
- Review Supervisors Handbook with worksite supervisors and explain program goals and objectives, review policies and procedures, and reiterate contractual expectations.
- Review participant files for completeness, accuracy and compliance.
- Perform routine walk-throughs to assess cleanliness, safety and appropriateness of worksite.
- Interview participants to assess progress, address any unmet needs as it relates to their GAIN, GROW or DCFS case, determine the appropriateness of their job assignment, ensure their understanding of their job responsibilities, and evaluate job readiness and motivation to find unsubsidized employment.

- Monitor GAIN participant cases in the LA County DPSS' Electronic Database 'Leader Replacement System (LRS), to determine if information stored is consistent with participants' actual assignments.
- Issue Corrective Action Status forms to County GAIN Services Workers (GSW) if discrepancy is found on LRS.
- Act as liaison between participants, GSW's and One-Stop/AJCC Case Managers to problem solve and provide resolutions to issues and complaints the participants may disclose during the interview process.
- Prepare written monitoring reports of site visits and submit for review and inclusion into the Monthly Management Report.
- Assist with training of new staff monitors, as assigned.
- Compile monthly phone log as related to individual activity updating LRS, and submit for inclusion in the monthly management report.
- Add/unblock codes/providers/components in LRS as requested by Los Angeles County GAIN Regional Offices, and perform routine updates.
- Update and maintain LA County Required Directories on a monthly basis, as assigned.
- Provide relief phone coverage for staff as needed.
- Prepare and submit monthly mileage form for reimbursement, if appropriate.
- Assist with Workers Compensation (WC) calls and provide claim forms to appropriate parties, as needed.
- Other duties as assigned.

Working Conditions:

Performing duties of the Program Monitor may require spending the majority of the day walking, standing, sitting and/or driving back and forth to off-site locations. Reliable transportation and a valid driver's license (and insurance if own vehicle) is a must. The Program Monitor I must also be able to work well under stress and meet deadlines.

How to Apply:

Send a cover letter and résumé to apply@sbwib.org for consideration. Recruitment for this position will end upon receipt of a sufficient number of résumés. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. No phone calls please.

The SBWIB, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.

The SBWIB, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodations or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform SBWIB, Inc. by sending an email to apply@sbwib.org.