

Job Summary:

The job of Services for Education & Employment (SEE) Program Lead operates under the Services for Education and Employment (SEE) Department. The Services for Education & Employment (SEE) Program Lead will provide daily quality assurance reviews to ensure accurate and timely workflow of operations in the A Ticket to Success and Youth@Work programs. This will include reviewing the daily work of Employment Benefits Specialists and Youth Development Specialists within Services for Education & Employment (SEE) programs. The lead will provide technical guidance, support and training to the Employment Benefits Specialists and Youth Development Specialists. This position will report directly to the Employment Services Coordinator (ESC).

Essential Functions:

Review new participant files in the California Job Openings Browse System (CalJOBS) case management system to ensure participant meets program eligibility.
Process work experience contracts for signatures and upload into participant e-files.
Continuous monitoring to ensure required documents are included in the participant's file (e.g., right to work documents, time sheets, etc.).
Review of participant files to check for thoroughness and completion (e.g., case notes, activities, and start/end dates).
Run various reports to update monthly data trackers to capture number of enrollments, assignments, work experience, job placements, and number of clients in retention.
Process employment questionnaire forms.
Periodic California Job Openings Browse System (CalJOBS) case note reviews to ensure case notes are being entered on a timely basis within the funder's requirements, are thorough, match activities, and are up to date.
Run various weekly and monthly California Job Openings Browse System (CalJOBS) reports to ensure activity dates are accurate and will not result in activity closure.
Assist with submitting pay stubs to the Social Security Administration's Employment Network (SSA EN) Portal occasionally.
Assist budget & operations clerk with participant payroll occasionally.
Craft program recommendations for continuous improvement, planning, implementation and evaluation of program components.
Collaborate with the Social Security Administration and Workforce Investment Board to provide information and respond to operational requests (e.g., annual certifications, supports and services reviews, monitoring issues).
Support facilitation and planning of Educational Services Center (ESC).
Attends required meetings and trainings for the purpose of program implementation.

Skills, Knowledge and/or Abilities:

Skills to:

- Prepare clear and concise correspondence, reports, and other written materials.
- Understand, interpret, and explain laws, codes, policies, and procedures.
- Communicate effectively with staff via telephone, email, virtually and/or in person.
- Operate standard office equipment.
- Effectively operate computers in a Windows environment (data entry, data management, spreadsheets, email, and Internet).

Knowledge of:

- Workforce Investment Innovation & Opportunities Act (WIOA).
- California Job Openings Browse System (CalJOBS) case management system.
- Social Security Disability Insurance and Social Security Insurance terminology
- The national Ticket to Work to Work program and Tulare County's Services for Education and Employment (SEE) A Ticket to Success program.
- Tulare County Office of Education policies and procedures.

