

INSTRUCTION LETTER



INSTRUCTION NUMBER: WIA 11-22

TO: All SC Works Staff

SUBJECT: SC Works Center Leadership Team Roles and Responsibilities and Functional Supervision

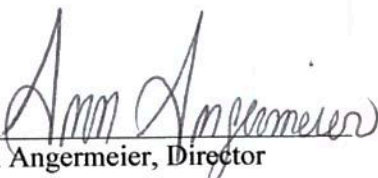
DATE ISSUED: April 11, 2012 **DATE EFFECTIVE:** Immediately **DATE EXPIRES:** Indefinitely

PURPOSE: To communicate State Instruction Number 11-11 regarding roles and responsibilities within the SC Works Centers.

BACKGROUND: As South Carolina has moved to an integrated service delivery model, including the incorporation of functional supervision within the SC Works Centers, it has become necessary to define the roles and responsibilities of two main entities represented in the centers.

ACTION: It is the responsibility of each staff member to read the attached State Instruction Letter 11-11 and be familiar with the policy and information found within.

INQUIRIES: Questions may be directed to Ann Angermeier, Executive Director, at (864) 596-2028 (TTY:711) or angermeier@upstatewib.org.


Ann Angermeier, Director

Source: State Instruction Letter 11-11

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Nikki R. Haley
Governor

Abraham J. Turner
Executive Director

STATE EMPLOYMENT AND TRAINING INSTRUCTION NUMBER: 11-11

TO: Local Workforce Investment Area Administrators,
SC Works Center Operators, DEW Area Directors, and
DEW Staff Managers.

SUBJECT: SC Works Center Leadership Team Roles and Responsibilities
and Functional Supervision.

ISSUANCE DATE: March 9, 2012

EFFECTIVE DATE: Immediately

PURPOSE: To provide guidance to the South Carolina workforce system on functional supervision and the roles and responsibilities of the integrated management structure in the SC Works Centers.

BACKGROUND: As a result of the South Carolina State Workforce Investment Board's efforts to integrate the workforce system and provide seamless service delivery to employers and job seekers, the state has adopted a functional supervision model for operating the SC Works Centers. The Centers are operated by the Local Workforce Investment Boards (LWIB) yet many of the programs and activities are administered, managed and staffed by partner agencies, the majority of which are through the Department of Employment and Workforce (DEW).

LWIBs are represented in the area by the **Workforce Administrators** and in the Centers by their designated **SC Works Operators**. DEW is represented in the area by the **Area Directors** and in the Centers by **DEW Staff Managers**. Staff Managers report directly to Area Directors, and Operators report directly to Administrators. In an effort to clarify the authority and responsibilities of this leadership team, the following guidelines are provided.

POLICY: LWIA Workforce Administrators and DEW Area Directors must work together to ensure efficient and effective delivery of service in the SC Works Centers as well as the local workforce investment area. WIA and DEW leadership must provide a seamless delivery of programs and services to all stakeholders as unified partners.

Communication and collaboration among all members of the leadership team is imperative to the successful operation of the SC Works Centers. It is recommended that there be regularly scheduled meetings of the LWIA and DEW leaders, as well as regular briefings for all Center staff.

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In collaboration with the DFW Staff Manager, **the responsibilities of the SC Works Center Operator include**, but are not limited to, the following activities:


- Schedule partner and other meetings, and maintain minutes
- Organize and maintain a schedule for staffing the SC Works Center and assign/reassign staff based on operational needs.
- Receive and respond to internal and external Center-related inquiries
- Facilitate Center operations training for all staff as needed
- Monitor and track services provided in the Center
- Identify and facilitate timely resolution of problems, complaints, and other issues
- Communicate with DFW Staff Managers and/or Area Directors on issues pertaining to state merit staff personnel actions
- Coordinate and facilitate implementation of the SC Works Center Certification standards
- Work closely with DFW Staff Manager to increase communication in order to facilitate efficient and effective operations

In collaboration with the SC Works Center Operator, **the responsibilities of the DFW Staff Manager include**, but are not limited to, the following activities:

- Make recommendations for hires, disciplinary action, and/or terminations of DFW staff
- Conduct performance appraisals for DFW staff (feedback from Operators encouraged)
- Approve DFW staff schedules, time accounting, vacation and other leave requests
- Approve DFW staff travel requests and reimbursements
- Receive and respond to internal and external inquiries regarding DFW programs
- Facilitate DFW program training for staff as needed
- Report all incidents (e.g., security, injury, etc) to the SC Works Center Operator
- Assist Operator with implementation of the SC Works Center Certification standards
- Work closely with the SC Works Center Operator to increase communication in order to facilitate efficient and effective operations

ACTION: You are responsible for the distribution and implementation of this policy guidance within your local workforce system

INQUIRY: Questions may be directed to Pat Sherlock at (803) 737-2601 psherlock@dew.sc.gov, or Martha Stephenson at (803) 737-0108 mstephenson@dew.sc.gov



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