



## **Role of the One-Stop Operator – NewarkWORKS Director**

**The Newark One-Stop Operator reports to the Newark Workforce Development Board (NWDB).**

**The Principle (One-Stop Operator Individual/Director) reports directly to the NWDB Executive Director.**

**All activities of the One-Stop Operator must be reviewed and approved by the NWDB Executive Director**

1. Serves as a liaison between the NWDB, its committees, the Partners and One-Stop Center operations. Attends Board and Committee meetings and providing reports as requested by the NWDB and its committee members.
2. Negotiate/renegotiate Memorandums of Understanding, contracts and cost allocation/resource sharing plans with Partners.
3. Maintain strong ties with the community and identify other partners to include in the One-Stop system, including developing partnerships that leverage resources for the benefit of the NWDB's mission.
4. Facilitate information sharing and communication among partners including analyzing, implementing and maintaining technology to support the sharing of information
5. Convene the Partners to discuss pertinent issues and for the purpose of the co-management of the One-Stop system.
6. Plan for coordination between Mandatory Partners and Community Partners.
7. Facilitate the Partners to resolve program and process coordination issues, using the One-Stop conflict resolution process.
8. Develop annual operational plan/work statement and corresponding budgets for One-Stop Centers.
9. Coordination/Conduct procurement and purchasing processes in partnership with the Fiscal Agent. NewarkWORKS will lead and participate in the development of the NWDB's Requests for Proposals and the evaluation of responses.
10. Ensure services are provided to Customers in accordance with the WIOA and WFNJ regulation, the NWDB's vision and agreements between Partners.
11. Facilitate the development of coordinated, integrated and non-duplicative services to local residents and businesses among partners.
12. Submit training provider information to the State for inclusion on the State training provider list.
13. Implement and monitor operations as articulated in the Memorandum of Understanding between the NWDB and Partners, the One-Stop Operations plan and One-Stop policies and procedures.
14. Develop and implement a coordinated job development strategy in partnership with the Partners.
15. Develop and implement a coordinated outreach strategy for employers in order to increase their use of One-Stop services and participation in NWDB activities.

16. Evaluate One-Stop process, procedure and customer flow to identify areas for improvement, and develop and implement improvement processes with the assistance of the Partners.
17. Continually assess One-Stop Center services and their ability to meet the needs of individual and business Customers with input from the Partners.
18. Identify new services or changes in existing services to better meet Customer needs.
19. Identify and coordinate common staff development activities with input from the Partners including One-Stop Policy and Procedures Manual training for all One-Stop Center Staff.
20. Coordinate day-to-day One-Stop activities and staffing schedules as needed to ensure the full array of agreed upon One-Stop programs and services are available and accessible.
21. Maintain One-Stop Center resources to ensure they are current and accurate.
22. Support program planning for funding streams.
23. Coordinate recruitment efforts to assist the Partners in meeting enrollment goals as needed.
24. Support the Partners in the achievement to program performance standards and in the achievement of One-Stop standards as established by the State and NWDB.
25. Establish and maintain tracking system for One-Stop services including customer satisfaction.
26. Prepare all reports required and requested by the State and the City on the activities, progress and performance of the One-Stop Centers. At a minimum, provide monthly update reports.
27. Prepare, analyze and submit Management Information System (MIS) reports including performance to the NWDB and Partners as needed in a timely manner such that there is ample time for corrective actions. At a minimum, quarterly update reports will be submitted.
28. Implement and oversee WIOA Adult, Dislocated Worker and Youth program activities and other program activities, including but not limited to WFNJ GA/SNAP & Literacy, supported by other funds as identified by the NWDB such that they achieve performance standards as identified by the State and NWDB.
29. Ensure services are provided to Customers in accordance with the WIOA, the NWDB's vision, the Memorandum of Understanding between the NWDB and the Partners, and One-Stop policies and procedures.
30. Evaluate One-Stop Center process, procedure and customer flow issues including identifying areas for improvement, and developing processes with the assistance of the Partners.
31. Continually assess One-Stop Center services and their ability to meet the needs of individual and business Customers with input from the Partners.
32. Identify new services or changes in existing services to better meet Customer needs.
33. Manage and coordinate staff to conduct One-Stop Operational Services program activities.
34. Attend monthly Garden State Employment and Training Association meetings, development trainings and conferences on Workforce Development, One-Stop Operations, Performance Standards and Measures, Employer Engagement, Service Delivery and Program Coordination.
35. Provide develop and create Corrective Action Plan, Resource Sharing Agreement and Memorandum of Understanding to State and City officials, upon the approval of the NWDB.