



# **National Association of State Workforce Agencies (NASWA)**

## **Position Description**

Director, Research and Evaluation  
UI Integrity Center

### **Background on NASWA**

The National Association of State Workforce Agencies (NASWA) is the national organization representing all 50 state workforce agencies, D.C. and U.S. territories. These agencies deliver training, employment, career, and business services, in addition to administering the unemployment insurance (UI), veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.

### **Background on CESER**

The Center for Employment Security Education and Research (CESER) is the leading education, research and information technology center focused on workforce development and unemployment insurance issues offering services to a diverse group of stakeholders, most notably state workforce agencies and their federal partners.

### **Background on UI Integrity Center**

The Unemployment Insurance Integrity Center (Center) has been formed in partnership with the U.S. Department of Labor (USDOL) Office of Unemployment Insurance, the New York State Department of Labor, and that National Association of State Workforce Agencies (NASWA) to provide innovative tools, training, and support to states in their efforts to reduce improper payments and combat unemployment insurance (UI) fraud.

The Center is tasked with developing a portal for data exchange and claimant cross-matching efforts; an integrity training academy for state UI staff; a database of states' integrity processes, tools, and policies, and model Benefit Payment Control (BPC) operational plans; and review and support services for states seeking assistance in improving their integrity programs. To ensure the products and services offered by the Center meet state needs, the Center is committed to rigorously evaluating its services on a continuous basis.

### **Position Overview**

The Center's Director of Research and Evaluation is charged with evaluating the effectiveness of Center tasks and products, and individual state integrity strategies. The

Director of Research and Evaluation oversees a broad range of activities including data analysis, program assessments, survey development, project evaluation, econometric analyses, and technical assistance tasks related to the Center's efforts to support state agencies improve UI integrity. The Director contributes to the work of the Center's efforts and plays a key role in assisting the Center in meeting its mission to support the development, implementation, and promotion of innovative program integrity strategies and tools to prevent and reduce improper payments.

## **Roles and Responsibilities**

### **Internal Center Operations and Products**

- Defining the purposes, types, and approaches to evaluation as a means of systematic feedback about the Center's tasks and other related activities.
- Guiding the selection of data collection methods for adequate monitoring and evaluation of the Center's tasks.
- Supporting the Center's strategic planning process by developing core metrics to track organizational progress towards strategic goals.
- Assisting in the development of predictive modeling and data analytics tools associated with the Integrity Data Hub.
- Disseminating any relevant information, updates, or follow-up actions to Center staff, the Center Steering Committee(STCO), USDOL and other NASWA staff and members as needed.
- Preparing materials for STCO presentations and briefings and deliver formal and informal STCO presentations, as assigned.

### **External Studies and Research Projects**

- Monitoring, evaluating, and supporting the implementation of new and innovative approaches to improve UI program integrity.
- Designing and conducting rigorous research and evaluations of UI integrity operations, tools, and projects.
- Applying innovative methods to help state UI agencies implement effective policies to improve UI integrity.
- Disseminating the results of evaluations, special studies, and assessments in cooperation with Center staff or external parties as needed with the primary goal of developing actionable evidence on what works in reducing UI improper payments and fraud.
- Providing analytic technical assistance to SWAs and other stakeholders with the goal of improving the quality and rigor of UI program and policy evaluations.
- Developing and establishing working relationships with external organizations as required.



- Staying current on state-of-the-art performance measurement tools, predictive modeling, and techniques through participation in appropriate working groups and communities, conferences and seminars.
- Performing other duties as assigned.

### **Competencies and Skills Required**

- Proficiency with SAS, SPSS, STATA, Access, Excel, NVivo and/or other statistical software
- Strong knowledge of and passion for public policy
- Advanced expertise in MS Office products required
- Expertise in mixed-method evaluation approaches (experimental, quasi-experimental, etc.)
- Understanding of the UI system and the challenges SWAs face
- Strong quantitative and qualitative skills
- Ability to think strategically about research issues and programs.
- Ability to lead major aspects of a project
- Capacity to work independently guided by research questions from Center or USDOL
- Ability to explain approaches and results of analyses orally and in writing to SWAs and non-technical experts
- Strong writing and editing skills a must
- Ability to balance multiple priorities and meet critical deadlines

### **Relevant Experience Required**

- Minimum of 5 years of experience in planning, developing, and executing program evaluation projects.

### **Education Required**

- Master's degree in Economics, Public Policy, Political Science, or related social science field from an accredited college or university.

### **Job Details**

Last Update:	January 2021
Location:	Remote/Telework position
Reports to:	Director, UI Integrity Center
Direct Reports:	Research Assistant
Position Type:	Full Time
Salary Range:	\$85,000 - \$110,000 commensurate with experience



Benefits: NASWA offers competitive benefits including a generous health care package, 401(k), telecommuting, education assistance and other great options

Travel

Requirements: Periodic travel around the United States (and possibly US territories) for working sessions  
3-4 trips per year for 3-5 days

How to Apply: Send resume and cover letter to [HR@naswa.org](mailto:HR@naswa.org).

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

NASWA is an equal opportunity employer. NASWA does not unlawfully discriminate on the basis of race, color, religion, national origin, sex, age, marital status, military status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, genetic information, disability, matriculation, political affiliation or any other characteristic protected by federal or District of Columbia law. Our non-discrimination policy applies to all facets of employment, including recruiting, hiring, employment, promotion, demotion, dismissal, compensation, and training opportunities.