



National Association of State Workforce Agencies (NASWA) UI Subject Matter Expert/Project Coordinator - UI Integrity Center

Background

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.

NASWA operates the national UI Integrity Center (Center). The Center has several tasks to support states to improve their integrity efforts and to help reduce UI improper payment rates (IPPR). One of the Center's tasks, State Engagement, provides Subject Matter Expertise and successful practice assistance to states.

The State Engagement Team establishes relationships with all NASWA member states' UI programs to understand their operations and help improve UI integrity functions. The Team accomplishes this by analyzing national and state IPPR root cause data, participating in and leading on-site state operational assessments, and developing strategic plans for the reduction of root cause error rates, including work search, benefit year earnings, and separations

The State Engagement team is seeking a full-time UI Subject Matter Expert to support an enhanced State Intensive Services effort to provide services and assist states in reducing their IPPRs.

Brief Overview of Position

The UI SME/Project Coordinator works within the UI Integrity Center and reports to the State Engagement Project Manager. This position will lead an Integrity Services Team to engage with specific states to create and execute an IPPR Reduction Plan. This effort includes coordinating Center resources in the creation and execution of the plan, as well as other state engagement services, as required. There are several different approaches that will be taken to address a state's IPPR reduction plan that will involve staff and project managers from various other teams within the Center including: Behavioral Insights, Integrity Data Hub, Integrity Academy, and Research and Evaluation teams and this position(s) will lead and facilitate that effort.

Additional duties include; conducting research and analysis of states' improper payment root causes in an effort to understanding the cause/effect of current policy, procedure, and laws on a specific root cause IPPR, leading on-site state visits to observe and develop an understanding of the state's operational capabilities, work closely with each state to draft and finalize a state specific IPPR reduction plans that includes specific details about what/how changes will be implemented and how the Center will contribute to the effort, provide assistance to states as they implement the plan, collect recommendations on successful practices and outcomes, and author various



outcomes reports, including a final outcomes report related to the state specific plans. The goal of the State Intensive Services effort is to contribute to a measurable reduction in the states root cause IPPR.

Roles and Responsibilities

- Serves as the lead for a state intensive service intervention (note this may involve up to three states) working with Center SMEs and technical staff to develop and implement a state intensive services plan.
- Serve as a primary resource in the development of a national UI Improper Payment Rate reduction project, including assisting in developing and researching appropriate project design, and coordinating with multiple Center projects as necessary for this effort.
- Research various improper payment root causes and maintain knowledge of the policy, operations, and technologies utilized by states.
- Support other Center projects as requested, including State Engagement, Strategic Messaging, Skills Development, Integrity Data Hub, and Research.
- Provide additional UI SME services to states in areas of operations, policy, and technology.
- Participate as a general UI SME for all areas of the Integrity Center and NASWA broadly, as needed.

Competencies

- Thorough knowledge of the federal/state Unemployment Insurance operations.
- Ability to plan and lead complex projects with minimal oversight.
- Excellent member-facing and internal communication skills.
- Solid organizational skills including attention to detail and multi-tasking skills.
- Comfortable working on, and leading, a virtual team.
- A consistently respectful and professional demeanor toward colleagues, members of the Association, visitors, guests, callers, stakeholders, and vendors.
- Ability to develop collaborative partnerships with State leadership, Center Project Managers, staff, and other stakeholders.
- Effective time and task management skills, paying close attention to detail and keeping errors to a minimum; must be punctual, reliable, responsible, composed, honest, ethical, tolerant of differences.
- Ability to work flexible hours, including core business hours with some overlap to accommodate the various US time zones of our distributed team and states.

Desirable Experience

- Advanced knowledge of the federal/state Unemployment Insurance program.
- Experience in/understanding of BAM, Data Validation, BTQ, and other federal UI performance evaluation measures and reporting.



- Experience analyzing and/or developing UI policies and procedures.
- Experience with UI state program operations

Education (including credentials, certificates, etc.)

- Bachelor's degree and relevant experience.

Job Details

Location: The position is a remote/telework position.

Title: Sr. UI Subject Matter Expert/Project Coordinator.

Reports to: Center State Engagement Project Manager.

Term: Full Time

Funding: Position is currently fully funded and subject to future USDOL Grant funding.

Salary Range: Full Time - \$85,000 - \$105,000 per year.

Benefits: Generous 401k Matching and Health Care Package, Tuition Reimbursement.

Travel Requirements: Periodic travel in the United States for meeting with states and other working sessions. Travel could be up to 50 percent during peak periods.

How to Apply: Email your cover letter and resume to Evan Littrell at elittrell@naswa.org by November 20, 2019.

In addition to the Project Coordinator position, the Center is in the process of recruiting a combination of multiple full-time and/or part-time UI Subject Matter Experts/Senior UI Subject Matter Experts for both UI benefits and tax operations. Candidates interested in these other positions should clearly state your interest in your cover letter. Candidates for the Project Coordinator position are not required to apply for both postings and will be considered for all open positions if indicated in your cover letter.