

WDS/UIPS TEAM LEADER
GS-14

09/08

I. INTRODUCTION

This position is located in the Department of Labor, Employment and Training Administration. ETA provides Federal grants, contracts, and technical assistance to State and local partners who provide workforce development services to various adult and youth populations. The position requires the performance of a variety of program-related assignments in one or more front-line, core workforce development lines of work. Assignments are heavily influenced by ETA's one-stop, customer service philosophy and the focus and direction flowing from workforce legislation. The incumbent reviews plans, analyzes legislation and develops new methods for improving and strengthening program requirements, carries out program policy and/or revises operating procedures, conducts studies and evaluations, reviews plans and operations for conformity and compliance with program requirements, procedures and policies, provides technical assistance, and may serve as GOTR or project officer for one or more grants or other activity in any one or more of several grant programs.

II. MAJOR DUTIES AND RESPONSIBILITIES

Serves as an agency expert.

Provides authoritative advice and consultation to ETA officials, grantees, contractors, other Federal agencies, and customers. Recommends new approaches and alternatives to address current or anticipated problems.

Negotiates acceptable agreements to resolve conflicts and controversial disputes. Elicits support of program officials, customers, grantees, contractors, agencies, other partners, and other concerned parties.

Oversees implementation and continued maintenance of the Workforce Development System.

Provides leadership in formulating methods for getting results through cooperative efforts.

Implements national guideline material. Develops and applies new methods and techniques to solve problems where existing guides are largely inapplicable.

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Studies new and proposed legislation and regulations to determine impact on the program.

May serve as agency expert on specific program activities and/or legislative initiatives, providing region-wide guidance and direction to State and local program administrative entities,

contractors, and other Federal agencies.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position FL 1-8 1550 pts.

Comprehensive knowledge of the range of laws, regulations, principles and methods applicable to the program sufficient to provide authoritative advice and develop new approaches.

Comprehensive knowledge of program objectives and requirements sufficient to resolve controversial disputes, address problems not susceptible to resolution by existing methods, and develop alternative approaches.

Skill in oral, written, and computer communications sufficient to advise and consult with a variety of customers, present findings and recommendations, negotiate agreements, and secure cooperation.

Factor 2 - Supervisory Controls FL 2-4 450 pts.

The employee independently plans, organizes and conducts all phases of the work and may serve as a team leader for other lower graded staff or peers. This frequently involves definitive interpretation of regulations and study procedures, and the initial application of new methods. The employee exercises a wide range of independent judgement in the performance of duties and responsibilities. The employee informs the supervisor of potentially controversial issues. Completed projects are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives.

Factor 3 - Guidelines FL 3-4 450 pts.

Guidelines include program legislation, historical precedent, legislative history, regulations and objectives of general agency policy. The existing guides are largely inapplicable and provide inadequate guidance on major problem areas and issues. The incumbent uses initiative and resourcefulness in interpreting and applying these guides and in developing more specific guidelines, or in deciding which parts of the guide to use.

Factor 4 - Complexity FL 4-5 325 pts.

The work consists of projects which require review and analysis of a variety of interrelated or unrelated issues. Decisions about how to proceed in planning, organizing, and conducting the project are complicated by conflicting program goals and objectives. The employee decides on the approach to be used, interprets program data, develops proposed changes, and anticipates the

entities (*e.g.*, several large urban communities) having extremely difficult coordination problems or a single political entity (*e.g.*, one of the largest urban areas or one of the more populous States) having national importance and impact. The incumbent may serve as Program Team or Project Leader and provide technical guidance to and coordinate the efforts of workforce development personnel and other subject-matter specialists assigned to the team or project.

- **Incumbents performing principal duties as stated above** in adult and dislocated worker, youth, workforce security services have independent responsibility for planning, coordinating, organizing, and successfully concluding difficult and complex assignments. The area contains a wide diversity of programs, serving a broad range of customers: current workers, dislocated workers, new workers, individuals making a transition from welfare to work, and employers. Typically the incumbent will facilitate the promotion, development and integration of multiple employment and training programs, some of which are provided in one-stop service centers; provide advice and assistance, exchange information, develop partnerships and linkages with a variety of public and private organizations, education, government, elected officials, workforce development agencies; special interest groups and other Federal agencies. The incumbent may serve as a grant officer's technical representative, fulfilling the department's responsibility to provide grant management, oversight, and technical assistance. The incumbent may make oral presentations and provide training. The incumbent will work with grantees to address the increased accountability of the delivery system to achieve improved results in job placement, earnings, retention in unsubsidized employment, skill gains, and occupational/academic credentials earned.

- **Incumbents performing principal duties as stated above** involving project manager activities relating to the administration and oversight of the regional programs serve low-income, disadvantaged youth between the ages of 16 and 24 facing multiple barriers to employment, and provide academic and vocational education, employability skills training, work-based learning and support services, followed by continued services to program graduates. As a program expert, the incumbent a) provides oversight, program development, technical assistance, and staff training to center and agency staff; b) manages the basic education and vocational training programs and insures that proper teaching techniques, training materials, and testing programs are properly administered; c) insures that individual, group, and vocational counseling is provided and that center orientation, group management, enrollee discipline, physical education, and recreation programs are properly implemented; d) reviews and approves center organization structure, position descriptions, performance standards, and hiring/termination procedures and recommends employment of the center director and key staff at contract centers; e) reviews center plans and specifications for site utilization and approves capital facility construction requests; f) insures that enrollee support activities (*e.g.*, pay and allowances, food services, health care, clothing issue, transportation, legal aid, civil rights, safety, and security) are adequate; g) serves as GAR, exercising authority to direct contractor compliance with government regulations and contract clauses; h) performs regular, ongoing evaluation of center plans and performance; i) reviews and approves the center's annual recruitment and placement plans; and j) negotiates and coordinates support service relationships between centers, community groups, employers,

universities, volunteer organizations, and other government programs.
(*Workforce Development Specialist*)

___ The principal responsibilities of the incumbent typically involve one or more of the following: a) developing interpretations of Federal legislation for unemployment insurance (UI) and related wage-loss compensation programs; b) reviewing State legislation for conformity with Federal requirements; c) providing authoritative advice on UI program requirements to officials of State agencies; d) developing operating procedures and policy guidance for State officials to implement Federal UI and related wage-loss compensation program legislation; e) developing UI policy and guidance for State officials' use in establishing and operating State UI programs, systems and procedures consistent with Federal legislative requirements and policy issuances; f) development of automated systems; g) establishing and maintaining systems for the assessment of UI program accuracy and quality; h) reviewing State UI and workforce security program budget plans; and i) participating in special studies, reviews, and evaluations of benefit and tax functions, systems, and/or activities designed to enhance program integrity, performance, or quality and to improve service to claimants and employers. (*Unemployment Insurance Program Specialist*)

V. TEAM LEADER RESPONSIBILITIES

___ The incumbent regularly and routinely spends **25 percent or more** of his/her time leading a team of other GS employees in accomplishing two-grade interval work. Team Leaders usually also participate in the team's technical work at the highest level accomplished. (*Mandatory*).

___ Excluding the incumbent and any other supervisor(s) or leader(s), the highest level of nonsupervisory work led is GS-13, and GS-13 nonsupervisory work is representative of the work **actually** led. (*Mandatory*).

Organizational Location: _____

Number of team members: _____
Professional Other

Immediate Supervisor/Title:

Typically, a team leader assists the team through knowledge and application of leadership and team building skills such as group facilitation, consensus building, coordination, coaching, problem solving, interpersonal communication, integration of work processes and products, obtaining resources and liaison with the supervisor. They and the team are accountable for outcomes and results.

AT A MINIMUM, TEAM LEADERS PERFORM ALL OF THE FIRST SEVEN AND A TOTAL OF FOURTEEN OF THE FOLLOWING TWENTY ACTIVITIES (CHECK ALL THAT APPLY):

- ___ 1. Ensure that the organization's strategic plan, mission, vision, and values are communicated to the team and integrated into the team's strategies, goals, objectives, work plans and work products and services.
- ___ 2. Articulate and communicate to the team the assignment, project, problem to be solved, actionable events, milestones, and/or program issues under review, and deadlines and time frames for completion.
- ___ 3. Coach the team in the selection and application of appropriate problem solving methods and techniques, provide advice on work methods, practices and procedures, and assist the team and/or individual members in identifying the parameters of a viable solution;
- ___ 4. Lead the team in: identifying, distributing and balancing workload and tasks among employees in accordance with established work flow, skill level and/or occupational specialization; making adjustments to accomplish the workload in accordance with established priorities to ensure timely accomplishment of assigned team tasks; and ensuring that each employee has an integral role in developing the final team product;
- ___ 5. Train or arrange for the training of team members in methods and techniques of team building and working in teams to accomplish tasks or projects, and provide or arrange for specific administrative or technical training necessary for accomplishment of individual and team tasks;
- ___ 6. Monitor and report on the status and progress of work, checking on work in progress and reviewing completed work to see that the supervisor's instructions on work priorities, methods, deadlines and quality have been met;
- ___ 7. Serve as coach, facilitator and/or negotiator in coordinating team initiatives and in consensus building activities among team members;
- ___ 8. Maintain program and administrative reference materials, project files and relevant background documents and make available policies, procedures and written instructions from the supervisor; maintain current knowledge to answer questions from team members on procedures, policies, directives, etc.;
- ___ 9. Prepare reports and maintain records of work accomplishments and administrative information, as required, and coordinate the preparation, presentation and communication of work-related information to the supervisor;
- ___ 10. Represent the team in dealings with the supervisor or manager for the purpose of obtaining resources (*e.g.*, computer hardware and software, use of overtime or compensatory time), and securing needed information or decisions from the supervisor on major work problems and issues that arise;

- ___ 11. Report to the supervisor periodically on team and individual work accomplishments, problems, progress in mastering tasks and work processes, and individual and team training needs;
- ___ 12. Represent the team consensus and convey the team's findings and recommendations in meetings and dealings with other team leaders, program officials, the public and other customers on issues related to or that have an impact on the team's objectives, work products and/or tasks;
- ___ 13. Estimate and report to the team on progress in meeting established milestones and deadlines for completion of assignments, projects and tasks, and ensure that all team members are aware of and participate in planning for achievement of team goals and objectives;
- ___ 14. Research, learn and apply a wide range of qualitative and/or quantitative methods to identify, assess, analyze and improve team effectiveness, efficiency and work products;
- ___ 15. Lead the team in assessing its strengths and weaknesses and provide leadership to the team in exploring alternatives and determining what improvements can be made (*e.g.*, in work methods, processes and procedures);
- ___ 16. Approve emergency leave for up to three days; eight hours or less for medical appointments; and/or other types of leave as delegated by management;
- ___ 17. Resolve simple, informal complaints of employees and refer others, such as formal grievances and appeals, to the supervisor or an appropriate management official;
- ___ 18. Communicate team consensus and recommendations to the supervisor on actions affecting team and individual awards, rewards and recognition;
- ___ 19. Inform employees of available employee benefits, services and work related activities;
- ___ 20. Intercede with the supervisor on behalf of the team to inform the supervisor of performance management issues/problems and to recommend/request related actions, such as: assignments, reassignments, promotions, tour of duty changes, peer reviews
and
performance appraisals.