

The purpose of the Re-Employment Services (RES) program is to: Help Unemployment Insurance (UI) claimants return to work in a high-wage, high-demand career; reduce weeks of unemployment; improve solvency of the UI trust fund; and reduce fraudulent UI claims and overpayments.

RES Coordinator

The primary focus of the RES Coordinator is to provide direct RES required services including Orientation, Initial Assessment Interviews, Follow-up, and Subsequent Meetings and to document all interactions and activities with claimants. The RES Coordinator is also responsible for increasing UI claimant awareness of services provided through WorkOne Indy in order to decrease the amount of time until suitable reemployment is obtained. The RES Coordinator is functionally supervised by the EmployIndy Career Services RES Manager and formally supervised on-site by the RES Compliance Coordinator.

Responsibilities

- Provide direct RES program and case management services to RES claimants including Orientation, Initial Assessment Interviews, Follow-up meetings, and Subsequent meetings per federal, state, and regional guidance
- Provide individualized Labor Market Information (LMI) to RES claimants for the industry and/or occupation of interest
- Document claimant interactions and participation in all program requirements per federal, state, and regional guidance. This includes case noting all interactions with RES claimants and entering activity completion status in the required case management documentation system, Indiana Career Connect (ICC)
- Other RES program related duties such as answering RES claimant calls and responding to voicemail and email inquiries, assisting with other RES related administrative functions such as processing of weekly event notices, processing regional transfers, conducting 45 day and Final file reviews, general file maintenance, and other duties as assigned

Minimum Requirements

- Associate or Bachelor's degree in human and/or social service field preferred, will consider qualified candidate with at least four (4) years of related case management experience
- Must be computer literate, comfortable with Microsoft Office 365, Outlook, and experience entering documentation in a case management data system
- Ability to work well either alone or as part of a team

Knowledge, Skills, and Abilities

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process
- Attention to detail, all work must be completed with due diligence to maximize accuracy and ensure all information has been processed within federal, state, and regional guidelines
- Timelines, all work must be completed timely and within federal, state, and regional guidelines

RES Compliance Coordinator

The primary focus of the RES Compliance Coordinator is to ensure RES team compliance with program documentation requirements per federal, state, and regional guidelines. The Compliance Coordinator will also assist with RES program related administrative duties such as processing weekly event notices, processing regional transfers, and conducting 45 day and Final file reviews. In addition, the Compliance Coordinator will serve as the on-site formal supervisor for purposes of payroll approval. The RES Compliance Coordinator is functionally supervised by the EmployIndy Career Services RES Manager and formally supervised by the Employer of Record.

Responsibilities

- Review RES Coordinator documentation to ensure RES team compliance of all program requirements per federal, state, and regional guidelines
- Process weekly event notices, this includes printing and mailing roughly 300 letters each week and ensuring that quality assurance measures are in place to prevent any letters from being lost in the printing and mailing process and/or are returned undeliverable due to insufficient postage or recipient address is unreadable
- Process an average of 40 weekly regional RES transfers in from and out to other WorkOne offices throughout the state
- Conducting 45 day and Final file reviews of all RES claimants registered to receive services to ensure all documentation is completed timely and accurately by the RES Coordinators
- Serve as the on-site formal supervisor for purposes of payroll approval
- Other RES program related duties such as answering RES claimant calls and responding to voicemail and email inquiries, assisting with other RES Coordinator duties if needed and other duties as assigned

Minimum Requirements

- Bachelor's degree in human and/or social service field required with at least with at least two (2) years of related experience
- Responsibility and experience reviewing documentation for compliance with government regulations, policies, and procedures
- Experience reviewing and analyzing data in information systems and individual case files
- Previous monitoring and program management experience preferred

Knowledge, Skills, and Abilities

- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process
- Attention to detail, all work must be completed with due diligence to maximize accuracy and ensure all information has been processed within federal, state, and regional guidelines
- Timelines, all work must be completed timely and within federal, state, and regional guidelines