

Functional Alignment Policy

Background

Functional alignment requires Workforce Innovation and Opportunity Act (WIOA), NYSDOL, and other partner staff to work collaboratively in the delivery of services available under multiple programs. Clarification on the roles of the State Supervisor and Career Center Manager is necessary to ensure contractual obligations mandated by State unions are met.

Policy

Collaboration between the Career Center Manager and State DOL Supervisor is a priority. While it is recognized that one or the other may have the major responsibility for certain tasks within a functional team, neither supervisor can operate without the collaboration of and communication with the other. However, it is also recognized that the collaboration between the two individuals must not include the sharing of information deemed by DOL policy or union contract to be confidential. This policy requires consistent communication between the Career Center Manager and the State Supervisor to avoid potential difficulties and to ensure efficiency and the best possible service to the customer. The following are guidelines to clarify the responsibilities that fall under each respective individual.

Responsibilities of NYSDOL Supervisor

The DOL Supervisor provides daily oversight to DOL staff. Each of the following managerial responsibilities is contractually mandated. The Career Center Manager may provide feedback to the State Supervisor on DOL staff, but the following may only be conveyed to DOL staff by the DOL Supervisor:

- Changes to permanent work schedule, including lunches and breaks;
- Approval of bi-weekly attendance records;
- Pre-approval for vacations, sick leaves, and personal leaves;
- Counseling and Discipline;
- Performance Evaluations/Probations;
- Travel and Travel Expense approvals; and
- Approvals for contract negotiated training and in-service courses

Collaborative Responsibilities of NYSDOL Supervisor and Career Center Manager

Both the DOL Supervisor and Career Center Manager are responsible for assuring that:

- Staffing plans provide adequate office coverage at all times, including vacation periods, conferences, and holiday times (the staffing plan should be set up to allow equal percentages of both State and local staff opportunities for time off);
- All staff is properly trained;
- All staff understand and adhere to all internal security policies and procedures, both local and NYSDOL;
- All staff present a positive image of the NYS Career Center System to customers;
- Regular staff meetings are held and conducted by both the Career Center Manager and NYSDOL Supervisor; and
- Consistent communication with staff occurs to initiate feedback and ideas for serving customers.