



Building Better Futures

Unemployment Insurance (UI) Navigator Program Director

JOB CODE: HO016

Schedule: Full Time

Work Status: Exempt

Salary: \$73,166.00 - \$91,458.00 | Based on Experience and Education

Location: 2701 Chase Avenue, Milwaukee, WI 53207

We Invite You to Join UMOS' Diverse & Dedicated Team

Earn up to \$3,000 in incentive pay during your first year of employment!

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOS' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOS is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

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Benefits

To support its team members, UMOS offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The options are to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOS annually contributes at least 3% of employees' eligible compensation

Diversity & Equal Opportunity

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

Apply for this outstanding opportunity today!

Under the direct supervision of the Sr. Vice President, is responsible for the overall direction, management, and collection of documentation of the Unemployment Insurance (UI) Navigator Program. Facilitates the coordination of services in multi-location, which ensures the smooth integration of the navigator program and DWD in accordance with DWD Standards, State and Federal Regulations governing UI. Promotes an environment that fosters internal/external community collaboration and support for the navigator program.

Primary Responsibilities:

1. Directs the operations and activities of the unemployment insurance navigator program in accordance with the WI DWD Unemployment Insurance Law and applicable federal laws, regulations, and guidelines.
2. Ensures sound integration of the unemployment insurance, workforce training and development, and direct support services dimensions of this program.
3. Evaluates statistical reports, quality appraisals, validation studies, and staffing and recommend appropriate action when necessary.
4. Interacts with community leaders, employers, and representatives of labor explaining the unemployment insurance navigator program and addressing access concerns.
5. Communicates both orally and in writing with employer groups concerning the Unemployment Insurance Navigator program and responds to stakeholder questions received from claimants, employers, and DWD.
6. Develops and establishes unemployment insurance navigation processes consistent with DWD processes.
7. Coordinates the functions of the unemployment insurance navigation program with DWD.
8. Advises DWD with proposed changes for the UI Navigator Program and offers recommendations for the navigator training program.
9. Develops methods of evaluation, supervision, and training to ensure maximum service to claimants.
10. Review program operations for effectiveness and efficiency of operations and conduct Regional short- and long-range planning to develop and implement initiatives and develop seamless systems with other programs to ensure interagency coordination.
11. Conducts state, district, and local conferences and participates in regional/national conferences dealing with the administration of the unemployment insurance navigator program before interested public and private groups in the state.

12. Directs, plans, and develops the budget and staffing plan for the unemployment insurance navigator program.
13. Development of Record keeping and Reporting system that includes electronic data collection (weekly, monthly, and annual) and data synthesis and analysis for completion of Program reports, Annual Reports, and other reporting requirements.
14. Assists navigators in identifying issues that may potentially be systemic and work with DWD personnel for solutions.
15. Works with all key stakeholders to develop, refine, evaluate, and adapt our strategies to ensure the effectiveness of the project.
16. Stays informed of national, and State issues and resources including legislation related to Unemployment benefits and disseminates this information to the leadership team.
17. Performs other duties as assigned and necessary to meet agency goals and objectives.

QUALIFICATIONS:

1. B.A. Degree in Public Administration, Business Management, or any other administrative-related field. Masters' Degree Preferred.
2. Three to Five years of experience in policy, administration, personnel management practices, budgeting, and/or public administration.
3. Experience in delivering program services within an agency, organization, or program
4. Preferred know-based in management of the unemployment program and process improvement.
5. Bilingual with fluency in English and Spanish: verbal and written form, PREFERRED.
6. Ability to work irregular hours with required travel.
7. Hold a valid driver's license and adequate vehicle insurance.

CONDITION OF EMPLOYMENT:

Employment with UMOs is contingent upon the successful completion of a criminal background check prior to employment.

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UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.