

**Monitoring and Program Officer - Program & Policy Analyst Adv
Position # 525212**

Position summary

Under the general direction of the Executive Director, Serve Wisconsin is responsible for overseeing federal funding to promote community service and volunteerism throughout Wisconsin. This position provides administrative and programmatic support for AmeriCorps programs, program compliance & training, and select activities and projects that further the mission of Serve Wisconsin.

Duties include:

- Monitoring AmeriCorps programs' compliance through desk reviews, site visits and progress report reviews to ensure compliance with federal and state requirements and coordinating the development of trainings.
- Managing an assigned portfolio of AmeriCorps program subgrantees, including providing technical assistance to AmeriCorps subgrantees and oversight of subgrantee progress, financial reporting and compliance with federal, state, and Serve Wisconsin requirements.
- Assisting the Executive Director in planning and developing operational policies, strengthening Serve Wisconsin's relationship with stakeholders including federal contacts, elected officials, non-profit organizations and the general public.

State and national travel is required.

Time % Goals and worker activities

40% A. Monitoring

A1. In collaboration with Serve Wisconsin staff, executes the monitoring plans to maximize program effectiveness and ensure legal compliance with federal and state regulations.

A2. Actively monitor sub-grantees to effectively prevent, detect and, if necessary, resolve areas of programmatic non-compliance. Activities include, but not limited to

- Confirming adherence to approved grant contract activities
- Evaluate member and community satisfaction
- Assess areas for continuous improvement

- Monitor AmeriCorps State grant recipient information contained in and/or entered into CNCS' eGrants Portal.
- Monitor AmeriCorps member timesheets to ensure compliance with CNCS policies.
- Provide technical assistance

A3. In collaboration with Serve Wisconsin staff, develop the monitoring plan for the coming year; and implements the monitoring plan to strengthen Serve Wisconsin's AmeriCorps programs.

A4. Works with other Serve Wisconsin staff to assess and manage programs' risk to determine overall monitoring strategy and activities.

A5. Documents feedback to programs in a timely fashion and, where necessary, develops and monitors corrective action plans.

40% B. Manage an assigned AmeriCorps program portfolio for compliance and performance measure accomplishment to maximize results with federal, state, and Serve Wisconsin requirements, policies, procedures, and practices.

B1. Serve as primary contact for an assigned portfolio to provide guidance and technical assistance, including being the liaison to federal contacts.

B2. Monitor assigned AmeriCorps programs' compliance through site visits and progress report reviews and ensure compliance with federal and state requirements.

B3. Oversee the assigned AmeriCorps programs' budgets through purchase requisitions, purchase orders, review and approval of invoices, grant closeout, and onsite monitoring.

B4. Effectively manage the federal and Serve Wisconsin electronic grant management systems used by Wisconsin AmeriCorps programs for activities related to grant applications, AmeriCorps member service hours and financial management.

B5. Coordinate communications with AmeriCorps programs to ensure effective transfer of information and guidance.

B6. Develop and maintain effective working relationships with non-profit and faith-based organizations and other government entities.

B7. Plan, organize and execute trainings for Wisconsin AmeriCorps programs.

B8. Develop and maintain instructional documents for Wisconsin AmeriCorps programs.

B9. Support AmeriCorps program alignment with the Wisconsin State Service Plan.

10% C. Trainings, Events and Meetings

C1. Identify training and technical assistance needs, working with grantees to continuously improve their programs

C2. Conduct trainings and annual needs assessment to ensure program needs and input are incorporated into the training and technical assistance.

C3. Collaborate with Serve Wisconsin staff to develop training events—coordinating venues, logistics, equipment, and training personnel—and participates in delivery of training to provide quality face-to-face training and technical assistance opportunities for sub-grantee AmeriCorps programs, members and other National Service and volunteerism participants.

5% D. Administrative Support

D1. Coordinate with Serve Wisconsin staff for implementing Serve Wisconsin’s grant for training and technical assistance, including: annual creation and submission of the summary of accomplishments report.

D2. Provide training, technical assistance, and customer service to sub-grantee AmeriCorps programs, other National Service grantees, and to citizens of Wisconsin regarding National Service and volunteerism topics. Promotes and strengthens service and volunteerism in Wisconsin.

5% D. Other duties as assigned.

Knowledge, Skills and Abilities

1. Ability to identify, critically analyze and solve problems
2. Ability to independently organize and prioritize work
3. Demonstrated excellent customer service skills
4. Effective interpersonal skills
5. Attention to detail
6. Experience in training and technical assistance, preferred

7. Experience with AmeriCorps, preferred
8. Experience with federal grants, preferred
10. Knowledge of program planning concepts and techniques
11. Effective oral and written communication skills
12. Financial monitoring skills
13. Possession of a valid Wisconsin Driver's license