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**STATE INSTRUCTION NUMBER: 11-11, Change 1**

**To:** Workforce Area Signatory Officials  
Workforce Area Administrators  
DEW Area Directors  
DEW Regional Managers

**Subject:** SC Works Center Leadership Team Roles and Responsibilities

**Issuance Date:** April 3, 2015

**Effective Date:** Immediately

**Purpose:** To provide guidance to the South Carolina workforce system on the roles and responsibilities of the management structure involving Department of Employment and Workforce (DEW) staff in the SC Works Centers.

**Background:** As a result of organizational changes made at DEW, the agency has updated its management model for the delivery of services at the SC Works Centers. The Centers are operated by the local workforce development boards yet many of the programs and activities are administered, managed and staffed by partner agencies, the majority of which are through DEW.

Local boards are represented in the area by the Workforce Administrators and in the Centers by their designated SC Works Operators. DEW is represented statewide by Area Directors and in the local workforce areas by Regional Managers. In an effort to clarify the authority and responsibilities of this leadership team, the following guidelines are provided.

**Policy:** Workforce Area and DEW leadership must collaborate at the local level to provide a seamless delivery of programs and services to all stakeholders as unified partners. Workforce Administrators and DEW Regional Managers must work together on operational issues within their local area to ensure efficient and effective delivery of services.

Workforce Administrators should continue to contact state Workforce Support staff for all programmatic issues. Operators should continue communicating directly with DEW Regional Managers concerning Center coordination of DEW staff.

**Communication and collaboration among all members of the leadership team is imperative to the successful operation of the SC Works Centers. It is recommended that there be regularly scheduled meetings between the Workforce Area and DEW leadership, as well as regular briefings for all Center staff.**

The responsibilities of the SC Works Center Operator include, but are not limited to, the following activities:

- Schedule partner and other meetings, and maintain minutes;
- In collaboration with the DEW Regional Manager, organize and maintain a schedule for staffing the SC Works Center;
- Receive and respond to internal and external Center-related inquiries;
- Facilitate Center operations training for all staff as needed;
- Monitor and track services provided in the Center;
- Identify and facilitate timely resolution of problems, customer complaints, and other issues regarding staff;
- Coordinate and facilitate implementation of the SC Works Center Certification standards;
- Work closely with the DEW Regional Manager to increase communication in order to facilitate efficient and effective operations; and
- Collaborate with the DEW Regional Manager on approval and submittal of Center reports and addendums, as required.

The responsibilities of the DEW Regional Manager include, but are not limited to, the following activities:

- Make recommendations for hires, disciplinary action, and/or terminations of DEW staff;
- Conduct performance appraisals for DEW staff;
- Approve DEW staff schedules, time accounting, vacation and other leave requests;
- Approve DEW staff travel requests and reimbursements;
- Receive and respond to internal and external inquiries regarding DEW programs;
- Facilitate DEW program training for staff as needed;
- Report all incidents (e.g. security, injury, etc.) to the SC Works Center Operator;
- Assist Operator with implementation of the SC Works Center Certification standards;
- Work closely with the SC Works Center Operator to increase communication in order to facilitate efficient and effective operations; and
- Collaborate with the Operator on approval and submittal of Center reports and addendums, as required.

**ACTION:** You are responsible for the distribution and implementation of this policy guidance within your local workforce system.

**INQUIRY:** Questions may be directed to Mary jo Schmick at 803-737-2708 or [Mschmick@dew.sc.gov](mailto:Mschmick@dew.sc.gov), or Grey Parks at 803-737-0086 or [Bparks@dew.sc.gov](mailto:Bparks@dew.sc.gov).



Patricia Sherlock, Director  
Policies and Procedures