



## **1. Overview**

The Resource Center of Spokane County (RCSC) is staffed by a wide array of partner agencies, and through agreement with Spokane County and the City of Spokane, is managed by the Spokane Workforce Council in partnership with a lead agency, which is identified through a competitive bid process. This policy outlines the management roles and responsibilities.

## **2. Policy**

**Site manager Roles and Responsibilities** – Below is a list of site manager's roles and responsibilities. This list includes general roles, but duties are not limited to those listed. Specific goals and activities for a given time period may be added through the contracts provided by the SWC. It is required all agencies with staff located at the RCSC read and understand the roles outline in this policy. In agreement with the SWC:

- i. Manage the center, including hours of operations, space configuration, space usage, space design and layout, customer flow, and management of the center following integrated service delivery design principles.
- ii. Determine the number of staff and workspaces, as well as the programs and projects operated within the center. It is required the site manager maintain a process by which any agency seeking new, additional, or expanded workspace, funding, programs, or projects – such as adding staff or realigning a staff member's duties that will impact any aspect of service delivery – seek authorization from the site manager, with both the request and response documented in writing. This approval must be sought and approved by the site manager in advance, including during the grant writing phase. The site manager is not required to authorize additional staff, cubicles, or any change to service delivery based on the position being funded or new funding being awarded if authorization was not sought and granted in advance.
- iii. Approve all changes in advance and in writing for office furniture, office equipment, and IT hardware and software. It is understood that reasonable accommodations and federal or state-mandated changes cannot be denied by the site manager; however, the partner making the change must seek consent in advance to ensure the site manager is aware of the change and has the opportunity to provide feedback on the product being purchased. The site manager will create and maintain a form/process by which partner agencies can seek authorization to make changes within the center.
- iv. Approve all community, agency, and other meetings being held within center and/or in representation of center staff within the community. The site manager will create and maintain a form/process by which partner agencies can seek authorization to use classroom and/or meeting room space.
- v. Encourage partner collaboration including continuously striving to achieve shared ownership for success of the customer and the site; and contributing to collective accountability that recognizes success of all partners.
- vi. Lead WorkSource One-Stop Site Certification process for the site.
- vii. Ensure high quality customer service within a warm and welcoming environment organized by functional teams.
- viii. Assure that appropriate referrals are made among the partners.
- ix. Promote the services available in the center, including development of marketing and outreach materials, with support from the Spokane Workforce Council.
  - x. Be knowledgeable of the mission and performance standards of all partners and facilitate cross-training on routine operations of the center for all staff.
  - xi. Evaluate customer needs and satisfaction data to continually refine and improve service strategies.
  - xii. Work with all partners to define and provide a means to meet common operational needs, such as training, technical assistance, additional resources, etc.

- xiii. Ensure EEO requirements are met, including coordinating staff training and assuring EEO posters and processes are in place.
- xiv. Ensure safety policies and practices are in place and are working effectively, including ensuring a safety team and safety bulletin board are maintained.

### **3. Supersedes**

- SWC Policy #E001 – Envision Center Policies and Procedures – November 2018

Revision History:  
#E001, 11, 2018