



1. Overview

The EnVision Center is staffed by a wide array of partner agencies, and through agreement with the City of Spokane, is managed by the Spokane Workforce Council in partnership with Career Path Services. This policy outlines the management roles and responsibilities.

2. Policy

Site Manager Roles and Responsibilities – Below is a list of the EnVision 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 and/or City of Spokane. It is required all agencies with staff located at the EnVision Center read and understand the roles outline in this policy.

- i. Management of the EnVision Center, including hours of operations, space configuration, space usage, space design and layout, customer flow, and managing the center following integrated service delivery design principles.
- ii. Working with the City of Spokane to determine the number of staff and workspaces, as well as the programs and projects operated within the EnVision 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 members’ 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. Approving 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 EnVision Center.
- iv. Approving all community, agency, and other meetings being held within EnVision Center and/or in representation of EnVision 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. Encouraging 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. Leading WorkSource One-Stop Site Certification process, should the site be eligible to apply at a WorkSource service location.
- vii. Operationalizing the vision of the City of Spokane and the Spokane Workforce Council, including high quality customer service, a warm and welcoming environment, and functional teams.
- viii. Assuring that appropriate referrals are made among the partners.
- ix. Promoting the services available in the EnVision Center, including development of marketing and outreach materials, with support from the City of Spokane and the Spokane Workforce Council.
- x. Being knowledgeable of the mission and performance standards of all partners, and facilitating cross-training on routine operations of the center for all staff.
- xi. Evaluating customer needs and satisfaction data to continually refine and improve service strategies.
- xii. Working with all partners to define and provide a means to meet common operational needs, such as training, technical assistance, additional resources, etc.

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

3. Supersedes

N/A