

Department of Human Services, A&H Director of Operations

SUMMARY: The Tennessee Department of Human Services (TDHS) is responsible for administering numerous services throughout Tennessee, including Families First, the state's Temporary Assistance for Needy Families (TANF) program, Food Stamps (now known as the Supplemental Nutrition Assistance Program or SNAP), Child Support, Child Care Licensing, Child Care Assistance, Adult Protective Services, and Rehabilitation Services. With 133 office locations, DHS is one of the few state agencies with offices in all 95 counties.

TDHS is seeking to fill the position of the Director of Operations, Appeals and Hearings. This position is stationed in Nashville will have responsibility for the employees and activities of this office under the guidance and direction of the Assistant Commissioner of Appeals and Hearings and is responsible for assisting with directing a full range of operational services, liaising between program, budget, and other administrative duties assigned for the Appeals and Hearings unit.

This position is responsible for direct supervision of the Conciliation Unit directors, overseeing and directing the day to day activities of the Conciliation Unit, including but not limited to assisting in formulating and implementing strategic plans that are linked to the Governor's goals and focus areas and the Department's overall mission, and effectively collaborating to achieve project and organizational goals.

This position is responsible for direct supervision of the Unit Managers of the Appeals Clerk's Office and the Order Implementation Unit, and for overseeing and directing the processes of these Units, including but not limited to assuring all legal processes, efficient management and activity tools are in place, assisting in formulating and implementing strategic plans that are linked to the Governor's goals and focus areas and the Departments overall mission, effectively collaborating to achieve project and organizational goals.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Through subordinate supervisory staff, assigns, trains, supervises, and evaluates the Division's staff; assists in recommendations and decisions on human resources actions such as may pertain to employment, promotion, demotion, transfer, retention, and increases for exceptional performance; assists operating unit managers with difficult problems in supervision and management.
- Works with Appeals and Hearings management and other Departments and Divisions to develop policies and procedures for all affected areas.
- Directs a full range of administrative services in support of line operations such as may include administrative analysis, clerical support services, personnel, and related administrative services support records and reports for the assigned Units.
- Organize the Division's Human Resource submissions and documentation related to Appeals & Hearings in ways that are easily tracked and retrieved for reference with accuracy.

- Translates complex department problems into actionable items; scoping, directing, and managing large improvement/transformation projects.
- Improve the performance and quality of the unit's operations through the redesign of work flow, process defect elimination, competitive benchmarking, performance metrics development, data collection, and the application of statistical and mathematical optimization techniques.
- Provide general direction and oversight for the administrative, maintenance and continuing development of ARTS (Appeals Resolution Tracking System).
- Supports and implements statewide transformation methodology, approach, policies, objectives, plans, and procedures.
- Assist Assistant Commissioner and DHS fiscal staff with budget development and monitoring of A&H.

KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated skills in problem solving and self-motivation; demonstrated ability to obtain results and
- Multitask in a fast-moving environment with different functional areas.
- Adept at quantitative analysis using superior analytical skills, establishing key metrics and performance indicators and improving business processes.
- Execution oriented, with a strong sense of urgency around tangible accomplishments.
- Exceptional interpersonal and communications skills, with the ability to establish rapport and build effective relationships across functions, across departments, and across all levels of management. Proven ability to prioritize objectives and effectively manage multiple projects through to timely benefit realization. Ability to lead groups of both managed and non-managed staff and to present information to seniors and stakeholders in terms that facilitate understanding and necessary actions.

EDUCATION/EXPERIENCE: Graduation from an accredited College or University with a Master's Degree in Business Administration or related field and experience equivalent to three years of full-time professional business operations work. Prior experience in a government entity, state or federal, is preferred.

COMPENSATION INFORMATION: Commensurate with Qualifications

How to Apply: Interested applicants must submit a cover letter, resume and recent writing sample to Barbara.Broersma@tn.gov.