

**Tennessee Department of Human Services
Division of Performance Management
Program Director 2**

The Tennessee Department of Human Services is announcing a vacancy in the Performance Management Unit for a Program Director 2 Position. The vacancy is within the Division of Quality Improvement and Strategic Solutions and is responsible for providing statewide support for performance management for the Divisions of Appeals and Hearings, Office of General Counsel (includes Human Resources/Office of Learning and Professional Development and General Counsel), Finance and Administration (includes Fiscal, Budget, Information Technology and Procurement/Facilities Management), Office of Inspector General, Public Information and Legislative Office and Quality Improvement and Strategic Solutions as well as supervision, technical assistance and leadership within the Performance Management Unit.

The goal of the division is to provide quality support to ensure each division has performance data and relevant documentation to inform the decision making process and improve overall performance and accountability. Furthermore, this position works closely with division to ensure that timely and accurate services are provided. Furthermore, this position will support assigned divisions in monitoring divisional DHS Customer Focused Government goals through the departmental accountability process known as T-DAP and through other departmental initiatives such as Franklin Covey's Four Disciplines of Execution (4DX) and Business Process Reengineering (BPR).

A candidate must possess strengths in strategic thinking, program administration, and process design/implementation; possess a strong sense of self and confidence in his or her abilities; and provide sound counsel through staff coaching/development. The department is seeking a candidate with a proven ability to forge strong relationships with all levels of staff. The candidate must maintain a focus on continuous quality improvement, be performance driven, provide a rapid response when problem solving, and manage staff relationships in such a way to promote individual and professional growth amongst the team.

This is an executive service position.

To be eligible to apply for this position an applicant:

Must possess a Bachelor's degree in Management, Business, Political Science, Social Work, etc. However, a Master's degree in the same is preferred.

Must be able to demonstrate the ability to foster teamwork and progress toward a stated vision with a large scale workforce.

Must have exceptional writing and verbal skills, including presentation and public speaking skills.

Must possess a strong emotional intelligence that aids in successful interpersonal/professional relationship.

Must have experience in analyzing and interpreting data and understand the benefits of using data to make informed decisions.

Interested applicants, please email your resume and a cover letter to Cynthia Lanier at Cynthia.Lanier@tn.gov.

Pursuant to the State of Tennessee's policy of nondiscrimination, The State of Tennessee Department of Human Services does not discriminate based on race, sex, religion, color, creed, pregnancy, national or ethnic origin, age, disability, or military services in its policies, or in the admission or access to, or treatment or employment in, its programs, services or activities.