

## Who we are and what we do:

The mission of the Tennessee Department of Disability and Aging is to empower, support, and enhance the lives of people with disabilities and older Tennesseans by promoting independence, inclusion, and the pursuit of lifelong health.

Our vision is to create an environment where every Tennessean, regardless of ability or age, has access to the resources, support, and opportunities needed to thrive and contribute to their communities.



*Pursuant to the State of TN's policy of non-discrimination, the State of Tennessee does not discriminate on the basis of race, sex, religion, color, national or ethnic origin, sexual orientation, age, disability, or military services in its policies, or in the admission of, access to, treatment, or employment in its programs, services, or activities.*



## Director of State Innovation Centers

Statewide

Salary: \$8,534- \$13,618 (Monthly) / \$102,408 - \$163,416 (Annually)

### Job Description

The Department of Disability and Aging (“DDA”) is hiring a Director of State Innovation Centers to lead the design, development, and operation of three Innovation Centers in each of DDA’s grand regions. This role is vital to the strategic restructuring of DDA’s Seating and Positioning Clinics and new regional office buildings, with a focus on creating comprehensive, customizable, and innovative experiences for visitors, including people with intellectual and developmental disabilities and older adults, family members and other caregivers, case managers and support coordinators, service organizations, state agency officials, elected officials, and other community members. Visitors to the State Innovation Centers will receive direct access to a variety of DDA programs and referrals to community partners, with an emphasis on integrating and coordinating all available resources to support them in the advancement of their goals. In short, the Innovation Centers will offer a “one stop shop” experience for people seeking to access the best DDA and its partners have to offer.

### Key Responsibilities

- Design and develop a vision for regional Innovation Centers.
- Oversee all operational aspects of the Innovation Centers, including staffing, facilities, and resource management.
- Lead collaboration among DDA programs to create and integrate experiential opportunities for Innovation Center visitors.
- Build and strengthen relationships with community partners with the goal of coordinating access to available resources.
- Conduct ongoing outreach to raise awareness and promote increased participation in Innovation Center programs.
- Ensure visitors receive transparent and consistent referrals and follow-through with DDA and community programs.
- Continuously solicit and integrate visitor feedback into the operations and future direction of the Innovation Centers.
- Develop policies, protocols, and procedures to formalize the delivery and coordination of Innovation Center services.

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- Ensure timely and appropriate billing of all relevant services provided at the Innovation Centers.
- Set strategic goals and regularly report on key metrics.
- Cultivate a culture of continuous innovation and collaboration among Innovation Center staff and related programs.

## Preferred Education and Experience

- Bachelor's degree or higher in a related field
- A combination of lived experience and/or professional experience working with people with intellectual and developmental disabilities and/or older adults.
- Demonstrated skills and experience in the following areas:
  - Building and leading teams
  - Outcome-based program design and implementation
  - Local, state, and/or federal government operations
  - Innovation and continuous improvement

## About DDA

The Department of Disability & Aging is the state agency responsible for providing services and support to more than 1.5 million Tennesseans with intellectual and developmental disabilities and to older Tennesseans. For people with intellectual and developmental disabilities, this is done through programs such as, but not limited to, the home and community-based waiver programs, Tennessee Early Intervention System ("TEIS"), Katie Beckett Program, Medicaid Alternative Pathways ("MAPs") Program, and Family Support Program. For older adults, some of those programs include CHOICES, State Health Insurance Assistance program ("SHIP"), home and community-based programs, nutrition services, caregiver support, transportation assistance, and public guardianship.

The department supports people to live the lives they envision for themselves by ensuring people are free to exercise rights, engage with their broader communities and experience optimal health. DDA is the first state service delivery system in the nation to receive Person-Centered Excellence Accreditation from the Council on Quality and Leadership. It has also been recognized as a national leader in its efforts to increase competitive, community-based employment outcomes for people with disabilities and its commitment to enhancing independence through Enabling Technology.

**Interested candidates should apply at**

**<https://www.tn.gov/careers/apply-here.html>**