Job Location: 505 Deaderick Street, Nashville TN 37243

Continuous Quality Improvement Director
(Program Director 3 – Quality Improvement and Strategic Solutions Division (QISS))

The Department of Human Services’ (TDHS) mission is to build strong families by connecting Tennesseans to employment, education and support services. Our vision is to revolutionize the customer experience through innovation and a seamless network of services.

The Quality Improvement and Strategic Solutions Division is responsible for making recommendations and governing the department’s data strategies, continuous quality improvement, policy process, and quality management efforts in order to drive business decisions and success.

Continuous Quality Improvement Unit (CQI) unit is responsible for Department-wide continuous improvement; LEAN initiatives; Tennessee Center for the Performance of Excellent (TNCPE) – Baldrige Framework; and standardizing the Department policy process.

Reporting to the QISS Director of Operations, this position will serve as Director 3 for the Continuous Quality Improvement Unit (CQI) unit.

Position Responsibilities:

1. Lead and Oversee the CQI Unit
   • Lead, motivate and manage CQI team members that are responsible for continuous quality improvement and policy.
   • Develop short and long term goals while assigning and prioritizing work product and ensuring quality of work.
   • Lead and motivate continuous quality improvement teams and champions.
   • Lead and motivate policy teams.

2. Analyze Business Processes
   • Analyze existing business processes using various methods such as gap analysis or PDCA (Plan-Do-Check-Act).
   • Find opportunities for improvement as well as losses; troubleshoot further to determine root causes.
   • Drive positive change across the department.

3. Develop Strategies
   • Act as internal consultants, developing short- and long-term strategies for the organization and incorporating improvement tools and methodologies.
   • Develop and implement strategies to determine metrics, policy process, sustainability and return on investment for improvement strategies.
4. Lead Activities
   • Coordinate and lead key projects for improvement across all levels of the organization. Supervise several
timelines directly or collaborate with managers to re-engineer processes.
   • Coordinate and lead the department’s policy process to efficiency and effectiveness for the served
customer.

5. Monitor Progress
   • Monitor progress in order to check if changes yield desirable results. Establish measurable standards at the
start of a project and then compare actual project results against these, regularly generating detailed update
reports for management.

6. Provide Mentorship
   • Serve as a mentor and coach who coordinate workshops and team trainings, openly sharing technical
expertise and ensuring that learning resources are widely available.

Position Requirements:

- Bachelor’s degree in engineering, business, or a related field required
- Minimum of three years of experience developing business improvement, business reengineering or
continuous improvement efforts in a large organization.

Competencies:

- Technical Learning
- Decision Quality
- Problem Solving
- Timely Decision Making
- Priority Setting
- Organizing
- Planning

Information regarding State of Tennessee benefits:
https://www.tn.gov/hr/employees1/benefits.html

How to Apply:
- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov by
July 12, 2019. All email submissions must include in the subject line: QISS Program Director 3

- Target Salary: $70,000 - 80,000. The directly related experience, knowledge, skills and abilities of the selected
candidate will determine the actual salary offer.

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work
in office and can choose from various space options based on need for a given day such as private meeting rooms,
conference rooms, collaborative spaces and enclaves for individual work assignments.)

Pursuant to the state of Tennessee’s policy of non-discrimination, The Tennessee Department of Human Services does not
discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in
the admission or access to, or treatment or employment in its programs, services or activities.

DHS value Proposition: High Performance· Collaboration· Continuous Improvement· A Shared Vision· Customer-Centered Solutions