



Department of
Human Services

Field Management Director 1 (Remote-Family Assistance)

Job Location: 6941 Winchester Road, Memphis, TN 38103

ABOUT POSITION

The Tennessee Department of Human Services is announcing a vacancy for a Field Management Director 1 (FMD1) position. The vacancy is within the Division of Family Assistance and is responsible for oversight and leadership in Shelby County for approximately 10 professional and 100 support level positions. The FMD1 reports to the Field Management Director 3 and is responsible for all aspects of field operations. This includes administrative responsibilities ranging from matters involving grounds/facilities to a human resources component. The primary responsibilities center on the administration of the division's two major programs; Families First (TANF) and the Supplemental Nutrition Assistance Program (SNAP).

The position will be AWS - Alternate Workplace Solutions: Remote/Work from Home.

RESPONSIBILITIES

- Supervises up to 10 direct reports.
- Primary responsibilities center on the administration of the division's two major programs- Families First (TANF) and the Supplemental Nutrition Assistance Program (SNAP).
- The FMD2 must maintain a focus on continuous quality improvement be performance driven, provide rapid response problem solving, and promote individual and professional growth amongst the team.
- Collaborate with community partners and contractors to engage our customers in employment and training, educational opportunities, and available resources.

DHS MISSION:

To build strong families by connecting Tennesseans to employment, education and support services

DHS VISION:

To revolutionize the customer experience through innovation and a seamless network of services

DHS VALUES:

- High Performance
- Collaboration
- Continuous Improvement
- A Shared Vision
- Customer-Centered Solutions

Unique Benefits

- Pension
- 401K Match
- Family Tuition
- 11 Paid Holidays
- Emotional Health/Wellness Programs



QUALIFICATIONS

- Bachelor's degree in a social sciences field such as social work, psychology, public administration, etc. Master's degree in the same is preferred.
- Substitution of Experience for Education: Any teaching or training experience or any remaining professional experience may be substituted for the required education, on a year for-year basis, to a maximum of four years.
- Must possess a background in SNAP and TANF policy and have ACCENT knowledge.
- Must be able to demonstrate the ability to foster teamwork and progress toward a stated vision with a large-scale workforce.
- Must have exceptional written and verbal skills, including presentation and public speaking skills.
- Must possess a strong emotional intelligence that aids in successful interpersonal/professional relationship.

Competencies

- Strategic Thinking
- Communication
- Customer Focus
- Building Effective Teams

For Information regarding State of Tennessee benefits please [click here](#).

How to apply:

- To be considered for the DHS Field Management Director 2 position with the Tennessee Department of Human Services external applicants must also apply online at <https://www.tn.gov/careers/apply-here.html> 3/2/2022 at 11:59pm Central Standard Time.
- Active state employees apply for career opportunities directly through [Edison self-service](#).
- Target Range: \$49,092 – 78,552. 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 Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.