



**Job Location:** 400 Deaderick Street, Nashville TN 37243

## **DHS Program Director 2 (Performance Management-Research and Data Analysis Unit)**

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Tennessee Department of Human Services is announcing a Program Director 2 Position within the Division of Quality Improvement and Strategic Solutions in the Performance Management-Research and Data Analysis Unit. The Program Director will have direct reports including a program manager and program coordinators. The position reports to the Program Director 4.

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.

### **Position Responsibilities:**

- Develops reports and provides data to departmental divisions
- Directs a team who is responsible for providing statewide support through the use of business data and statistical methods to offer insight into business performance and suggest areas for and methods of improving operations.
- Oversees presentations and reports provided to executive leadership for use in decision-making and strategic planning.
- Works closely with divisions to ensure that timely and accurate services are provided as well as managing and coordination of organization-wide efforts to ensure that quality improvement programs are developed and managed using a data-driven focus.

### **Position Requirements:**

- Bachelor's degree in Management, Business, Political Science, or a Social Services Degree such as Social Work, Education, Psychology, Sociology, or Social Policy; Master's degree in the same is preferred.
- Ability to use Excel to create charts and graphs is required
- Knowledge of DHS programs is preferred
- Knowledge of Tableau is preferred
- Knowledge of quality improvement processes (Six Sigma, LEAN, Business Process Reengineering) preferred

### **Competencies:**

- Strengths in innovation, strategic thinking, program administration, and process design/implementation;
- Possess a strong sense of self and confidence in his or her abilities;
- Provide sound counsel through staff coaching/development.
- The department is seeking a high performing, candidate with integrity and a proven ability to forge strong

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relationships with all levels of staff.

- The candidate must be customer-focused, maintain a concentration 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.
- Applicant 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;
- Possess a strong emotional intelligence that aids in successful interpersonal/professional relationship;
- Experience in analyzing and interpreting data and understand the benefits of using data to make informed decisions.

**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](mailto:talent.management.dhs@tn.gov) by March 28, 2018. All email submissions must include in the subject line: DHS PMU Program Director 2
- **Target Salary:** \$54, 132 Salary will be commensurate with knowledge, skills and experience directly related to this job.

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.*