



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
- Innovation
- A Shared Vision
- Customer-Centered Solutions

Unique Benefits

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



TN

Department of
Human Services

Director of Operations (Remote)

Division of Rehabilitation Services

Job Location: 505 Deaderick Street, Nashville TN 37243 ([Remote Options](#))

ABOUT POSITION

The Division of Rehabilitation Services is responsible for the administration of the Department's programs and services for individuals with disabilities that promotes independence, employment, and disability claim adjudication. This includes the Vocational Rehabilitation (VR) Program, which seeks to provide employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities, and resources; Disability Determination Services which operates by agreement between the State of Tennessee and the Social Security Administration to process Social Security and Supplemental Security Income disability claims; the Tennessee Technology Access Program which provides information about and access to assistive technology devices and services; Independent Living Programs to support eligible individuals of all ages who are blind or who have a severe visual impairment to enable them to live as independently as possible in their homes and communities; and the Tennessee Council for the Deaf, Deaf-Blind and Hard of Hearing which provides information and services to, and advocacy for, the deaf, deaf-blind and hard of hearing community throughout the state.

Under the general supervision of the Division of Rehabilitation Services Assistant Commissioner, the Director of Operations serves as the operational leader of the division providing operational planning, process expertise, fiscal and budgetary guidance and oversight of state and federal compliance in the operation of the division's programs while maintaining a high level of accountability in leading an interdisciplinary team of professional, director level staff and their teams that are responsible for helping the division carry out its mission through effective, efficient and compliant operations of the division's diverse and complex programs, services, and initiatives.

The position will participate in AWS - Alternate Workplace Solutions: Remote/Work from Home. The candidate selected will be expected report to state office least twice a week as needed.

RESPONSIBILITIES

- ✓ Responsible for supporting all operational functions of the Division of Rehabilitation Services (DRS) programs that is inclusive of approximately \$180 million in state and federal funding annually.
- ✓ Oversee the division's compliance with federal rules and regulations governing all divisional programs including ensuring the submission of state and federal reporting to the Tennessee General Assembly, the Rehabilitation Services Administration, the Social Security Administration, and the Administration on Community Living.
- ✓ Serve as the operational liaison between the division and other departmental support divisions including budget, fiscal, human resources, inspector general/audit, IT and general counsel
- ✓ Oversee special projects related to the operations of the division as assigned by the Assistant Commissioner that enhance efficiency, effectiveness, and the customer experience.
- ✓ In coordination with departmental support divisions and program specific professionals, monitor division expenditures over multiple years and across multiple programs and advise the Assistant Commissioner and relevant program senior leadership on prudent financial practices
- ✓ Oversee program performance through monitoring audit and compliance data provided by program teams. Ensure the review, analysis, and utilization of performance data to track trends, monitor compliance, and identify areas of needed improvement and develop in collaboration with program leadership recommendations for improvement the Assistant Commissioner.
- ✓ Direct the development of the division's key performance indicators and act as the single source of authority for division data

QUALIFICATIONS

- ✓ Bachelor's degree in social services, human services, public administration, organizational management or related field from an accredited college or university.
- ✓ Two (2) years' experience in project management, process development or improvement or operations within a medium to large organization
- ✓ Demonstrated ability in attention to detail and ability to work independently and prioritize multiple assignments
- ✓ Strong organization and oral and written communication skills
- ✓ Experience leading special projects, including managing projects with multiple stakeholders and partners, and developing and monitoring key performance indicators preferred
- ✓ Ability to develop and maintain excellent professional and interpersonal relations

Competencies

- Priority Setting
 - Process Management
 - Action Oriented
 - Written Communication
- For Information regarding State of Tennessee benefits please [click here](#).

- To be considered for the DHS Director of Operation position with the Tennessee Department of Human Services external applicants must also apply online at <https://www.tn.gov/careers/apply-here.html>
- by March 30, 2022 at 11:59pm Central Standard time. Active state employees apply for career opportunities directly through [Edison self-service](#).
- Target Range: \$73,044 - \$102,246. 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.