

### DHHS POLICY/REGULATION COORDINATOR

DESCRIPTION: Under administrative direction, administers the regulation development process for all programs in a broad area of the Health and Human Services System applying system-wide criteria to unify and harmonize regulations of various programs; incumbents serve as the coordinator between multiple programs for regulation development; performs other related duties as required.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all duties that may be assigned.)

Plans and directs the development and drafting of new regulations from the formal proposal through the final adoption.

Develops practical, common sense criteria for reviewing DHHS regulations to effect improvements in regulation content and the timely development of effective and efficient regulations.

Facilitates the consistent, harmonious interpretation of state statutes and federal regulations regarding the need for DHHS regulations.

Reviews proposed regulations in the DHHS System and applies system-wide criteria to identify problem areas affecting the system, state and federal governments, the public and the process used in developing regulations.

Organizes and directs work groups and facilitates their efforts to resolve identified problem areas and conflicts in DHHS regulations.

Coordinates and monitors the DHHS regulation development process to resolve problems and effect improvements in the process.

Provide technical assistance to DHHS staff in the development of draft regulations and the use of the development process.

Facilitate collaboration and participation of cross-functional teams to integrate policy development with related programs serving both service delivery and policy development teams.

Streamline programs and processes for efficient and effective customer service and product delivery.

Interact with management staff and/or team coordinators to promote communication and interaction between the agency divisions and/or teams and to gather information and provide feedback to improve overall program effectiveness.

Perform regulation related duties as assigned by the Director.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: State and Federal legislation and administrative regulations relating to the program regulations administered; the organizational structure, functions, policies, procedures, goals and mission of the agency; the structure, functional relationships and administrative processes of the executive and legislative branches of State government; the scope and impact of the operations of assigned program regulations and their relationship to other program regulations within the DHHS.

Ability to: plan, direct and coordinate operations and activities to achieve goals and objectives; plan, assign and lead the work of staff; assess progress toward achievement of objectives and adherence with established standards/policies; solve problems related to program regulations administered.

Teamwork/Leadership: Establishes and models high performance standards characterized by integrity; earns the trust and respect of others by coaching, inspiring and empowering teams to achieve strategic objectives; shares information with the team and key stakeholders; meets commitments; recognizes and respects the contributions and needs of each individual; actively seeks involvement and uses input from people with different perspectives; builds and maintains productive working relationships with staff and senior management teams.

Customer Focus/Service Orientation: Partners with other organizational leaders to develop systems that ensure service delivery effectively meets consumer needs; balances stakeholders' needs and expectations; anticipates and champions the customer's needs and expectations across functions; treats customers as business partners; ensures customer needs are consistently satisfied with the highest quality standards; evaluates and responds to internal and external customer requests and requirements with commitment to managing value for overall net gain to the customer.

Accountability/Management of Resources: Implements systems that ensure quality services are provided through team and individual work efforts; takes initiative in establishing appropriate action processes and alternatives to avoid potential problem situations and/or to increase the probability of accomplishing desired outcomes; identifies appropriate resources and uses them efficiently; expresses ideas for continuous improvement and follows through to deliver results and products of excellent quality; weighs the risks and benefits associated with multiple alternatives in making effective and timely decisions.

Problem-Solving: Develops and applies effective approaches to analyze and solve problems; takes a well-ordered approach to solving problems and uses sound judgment in making decisions despite obstacles and/or resistance; recognizes problems and identified underlying causes; effectively evaluates situations and makes sound decisions while involving others in the decision making process.

Communication/Networking: Listens effectively and communicates intended or desired information through appropriate organizational channels; develops informal, cooperative relationships among diverse, multi-functional units throughout the organization to influence the acceptance of ideas or plans; influences policy change by communicating a clear identity and mission that will stabilize and lead others; establishes and uses organizational networks to accomplish objectives; identifies the critical issues to be communicated in complex situations; selects the best method of communicating messages by taking into account the impact on and response from different audiences and cultures; constructively manages conflict by seeking areas of common agreement; negotiates and compromises to create "win-win" solutions, communicate complex concepts effectively to both technical and non-technical personnel.

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Creativity and Flexibility: Continuously brings new and innovative ideas into the organization; applies new and evolving ideas, methods and technologies to traditional patterns of thinking; responds undauntedly to changes in direction and priorities and willingly accepts new challenges, responsibilities, and assignments; seeks out information, expertise, and/or resources to creatively resolve issues or develop new ideas; structures discussions, situations and assignments to encourage creativity; approaches situations, challenges, or business proposals from differing perspectives; responds appropriately to changes in direction and priorities; capitalizes on opportunities and provides ingenuity, innovation and creativity.

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance, and/or other evaluations.)

Knowledge of: the principles of administration including planning, organizing, budgeting and staffing; the techniques of research, planning and evaluation; methods for facilitation and resolutions of conflicts and obtaining consensus.

Ability to: interpret and apply state and federal laws and standards, agency rules, policies and procedures, and technical narrative material; communicate effectively; effectively interact with DHHS program representatives, staff of the Governor's Policy Research Office, the Attorney General, and the Secretary of State; apply instructions; summarize program and administrative data/statistics into reports; formulate short and long range plans, and direct a professional staff.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities may be acquired through, BUT ARE NOT LIMITED TO, the following course work/training and/or experience.)

Any combination of training and/or experience that will enable the incumbent to possess the required entry knowledge, skills and abilities. A general qualification guideline would include coursework/training in public administration, health sciences, behavioral sciences or related fields, and experience in an agency organization with responsibility for planning, implementation, monitoring, evaluating, and marketing a program or service, and experience in policy development and implementation.