

DESCRIPTION: Under administrative direction, is a supervisory/management position providing facilitative leadership, consultation and support to the varied components and individuals within the agency in their design, implementation and alignment of work with the agency's priorities and work culture principles. Incumbents will establish effective partnerships with Agency System leadership for the purpose of developing strategic plans to assess, diagnose and address human and system performance barriers to achieving business goals; performs related duties as assigned.

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

Work with assigned divisions, programs, delivery systems and system leadership to assess effectiveness of resource utilization, diagnose and resolve organizational problems and improve organizational results.

Provide sponsorship and leadership on Staff Development projects to ensure involvement of appropriate stakeholders, agreement on intervention strategies and focus on strategic outcomes.

Provide status reports to stakeholders and system leaders on the progress of work, in terms of process and content, for each assigned area, as well as recommendations for actions necessary to achieve desired results.

Provide consultation/training to system leaders and teams on performance improvement and organization/work redesign.

Supervise division staff in multiple physical settings/locations and a variety of program priorities.

Represent Staff Development in various forums within and outside the agency and provide interpretation of the performance improvement philosophy and approaches.

Serve as Division liaison at regular meetings with staff from agency divisions, programs or delivery systems to generate understanding of purpose/criteria for performance improvement and work redesign at the division level and system level.

Provide technical assistance and facilitation to work improvement groups on quality and process improvement principles and tools.

Assure development of timeline that includes necessary steps to successfully develop and implement performance improvement and organization/work redesign.

Assess needs, evaluate alternatives and implement solutions within customer parameters and resource constraints. Develop strategies to ensure established timeline is being met or modified as necessary for progress toward performance improvement and organization/work redesign.

Facilitate planning, problem-solving and decision-making meetings to assist system leaders and teams as necessary. Work includes collaboration with key stakeholders (both internal and external to the agency).

G11930 – STAFF AND PARTNERSHIP DEVELOPMENT COORDINATOR (continued)

Plan for and organize work to connect various components of the agency as necessary to assure targeted efforts (planning, data collection, compilation, research, etc.) that determine underlying cause and evaluate progress of improvement efforts.

Advise management on approaches, consensus building, and practical application of performance improvement and organization/work redesign models.

Promote the value of performance improvement to all levels of the organization.

Assess agency/division readiness and skill in performance improvement and organization/work redesign to assure correct level of involvement (leader, facilitator, consultant, monitor work advancement, periodic check-ins on process, etc.)

Work as a member of the Staff and Partnership Development Management and Planning Team to design and implement systems that assess utilization of resources and provide project management, coordination and consolidation.

Develop and conduct presentations to stakeholders and interested parties within and outside of the agency.

Oversee/develop/arrange for training and development opportunities for agency staff within assigned responsibility area and system-wide.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: staff leadership, coaching, performance evaluation, human performance technologies; continuous quality improvement; methods of program/policy research, development and evaluation; systems theory; planning and evaluation processes; data design, collection, organization, analysis and evaluation; training design, implementation and evaluation; report development; problem solving techniques/approaches; business knowledge; adult education; performance consulting; organization development; group dynamics; work redesign; team design, implementation and development; the mission, goals and objectives of the agency; the organizational structure, functional relationships and administrative processes; the scope and impact of programs assigned; agency program delivery and/or management; policy related to various agency programs; information systems, accreditation and licensing standards.

Skill in: facilitation/collaboration; teamwork; problem solving; communication; negotiation; coaching/consultation; critical thinking; small group presentations; relationship building; project management; time management; gathering information through effective questioning; supervising staff, evaluating performance, planning/managing meetings and group processes to ensure objectives are achieved; obtaining, synthesizing, evaluating and reporting data (both narrative and quantitative).

G11930 – STAFF AND PARTNERSHIP DEVELOPMENT COORDINATOR (continued)

Ability to: facilitate change; communicate effectively at many levels; listen; self-direct within principles; organize multiple priorities; work with diverse groups from varied experiences, educational backgrounds and jobs; be flexible; modify approach or performance when the situation requires it; function in increasing ambiguity/demonstrate comfort in situations where goals/processes to achieve goals are unclear and difficult to determine; maintain a bias-free approach to situations and people; provide mentoring and coaching to developing staff; provide consultation; assign/delegate tasks; provide performance feedback; supervise others; manage meetings/group processes; identify performance and competencies required to achieve specific goals.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree and experience in social sciences, human services, business/public administration, adult education or organizational development. Experience supervising, leading teams and demonstrated experience managing projects.

SPECIAL NOTE:

Some positions may require extensive travel within the state, including multiple overnight stays.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).