

DHHS PROGRAM PERFORMANCE MEASUREMENT CONSULTANT

DESCRIPTION: Under general supervision, works as part of the team through collaborative processes to achieve the goals for an integrated, comprehensive system of performance measurement for the Health and Human Services System (DHHS). Provides facilitative leadership, consultation and support to divisions and programs within DHHS in the design and implementation of a system of performance measurement. Individuals in these positions will work with representatives of DHHS divisions, programs, delivery systems (other entities and communities) 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 representatives of DHHS divisions, programs and/or service delivery systems to develop performance measurement systems based on customer needs and desired results. The performance measurement system should include defined results, a balanced set of performance measures, a system of data collection, compilation, analysis and reporting, data interpretation, a system of feedback to program/division administrators, and an on-going process of evaluation of the performance measurement system.

Provide status reports of the progress of work, in terms of process and content, for each assigned area.

Provide consultation and training on performance accountability and continuous improvement.

Facilitates the use of data by DHHS divisions, programs and service delivery systems for continuous improvement of service quality, effectiveness and efficiency.

Represents Research and Performance Measurement in various forums within the Health and Human Services System and promotes the performance measurement and continuous improvement philosophy and processes.

Holds regular meetings with assigned staff from an DHHS division to generate understanding of purpose/criteria for performance measurement work at the division or program level.

Aides programs and divisions in the development of timelines that includes necessary steps to successfully develop and implement a performance measurement system.

Facilitate meetings as necessary, emphasizing collaboration with key stakeholders.

Connect various components of DHHS as necessary to achieve products (planning, data collection, compilation, research, etc.).

Is available for consultation on approaches to measuring program and division performance.

Assesses assigned division's or program's readiness and knowledge of performance measurement to assure correct level of involvement.

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

Knowledge of: health and human services program delivery and/or management; standards related to various health and human service programs; information systems; mission, goals and objectives of the agency; the organizational structure, functional relationships and administrative processes; the scope and impact of programs assigned.

Skill in the interpretation of performance measurement data.

Ability to: recognize and analyze trends in data to identify opportunities for improvements and possible solutions; apply the principles of performance measurement and continuous improvement to governmental operations; and work with agency customers and program/division staff.

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

Knowledge of: performance measurement systems and technologies; continuous quality improvement philosophy, principles and techniques; methods of program/policy research 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; participative style.

Skill in: meeting facilitation and group process; team leadership; problem solving; communicating, both orally and in writing; project management; the analysis and interpretation of data; basic computer applications; listening; coaching/consultation; critical thinking; small group presentations; participative style.

Ability to: manage time effectively/organize multiple priorities; be flexible; work with diverse groups from varied experiences, educational backgrounds and positions; communicate effectively, both orally and in writing; be self-directed within principles; be self-motivated; make small group presentations; work independently and with minimal supervision.

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

Any combination of education/training/experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guideline for positions in this class is a Bachelor's degree in a related field plus applicable experience. Master's degree or above preferred.