

DHHS STAFF AND PARTNERSHIP DEVELOPMENT ADMINISTRATOR

DESCRIPTION: Under administrative direction, administers and provides leadership for the development and implementation of programs and policies in the Staff and Partnership Development Division in support of Health and Human Services desired outcomes. Incumbents are responsible for staff development programs relating to organizational/cultural change, technical computer software and information systems, professional education and development, and consultative services; performs related work as required.

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.)

Administers the development and implementation of staff development policies and procedures that support the Health and Human Services System.

Administers the division budget to include preparation and monitoring of budget proposals for operational, program and staff expenditures.

Determines, acquires, and allocates staff, facilities, equipment, and other resources to accomplish program goals and objectives.

Evaluates records and reports of work production, costs, staff, and equipment usage to determine approaches to increase program and operational cost effectiveness and to determine if services provided are meeting desired outcomes.

Provides leadership and directs the work activities of professional, technical, and support staff; confers with and counsels staff to exchange information and ideas; explains policies/standards/procedures; identifies solutions to work related issues; determines the allocation of staff resources to projects/teams based on the employee's skills and current workload; and develops individualized staff training plans to ensure customer needs are met efficiently and effectively.

Develops an organizational structure that supports agency-wide, as well as individual, unit and program needs for training, organizational development, career development, and consultative services.

Facilitates the design of staff development programs that support and assist in the implementation of organizational/cultural change to include leading and managing change; shifting from management to leadership, from individuals to teams, and from traditional customer/supplier relationships to partnerships; facilitation and leadership skills; planning and leading meetings effectively; project management; impact analysis and planning; work redesign; organizational communications; alignment of organizational strategies; and cultural diversity.

Facilitates the development and presentation of basic introductory information for orientation of new employees on mission, goals, structure, and operation of the agency, the organizational culture, team member's role in the agency, working with external and internal customers, and employee rights and responsibilities.

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Facilitates the development and implementation of technical training programs that provide staff development and maintenance of technical skills required on the job to include computer software and job specific information systems.

Facilitates the design of a system that provides professional education and development to include research, location, development, and provision of training to develop and maintain necessary professional knowledge and skills.

Provides for licensing and certification opportunities and job enrichment to promote employee loyalty to their profession and to the organization.

Develops an automated system to maintain and publish training schedules, accept registration, maintain records of attendance and professional continuing education credits, administer tuition assistance, and track employee competencies and training accomplishments.

Serve as agency liaison with various education, human service, and community groups to coordinate human resource development and the training aspects of federal grants.

Facilitate the design of an annual staff development and training plan to assure agency desired outcomes are met and adequate resources exist.

Advises the agency management team on staff development issues and identifies proposed strategies.

Facilitates the design, collection, analysis, and interpretation of human resources data to determine individual and agency needs as the organizational/cultural change and transition are implemented.

Manages staff development related grant activities, including grant applications, reporting and contract monitoring.

Communicates and coordinates with agency staff, other state and local agencies for the purpose of training needs assessment, sharing training resources, and developing joint training and cross-training opportunities.

Facilitates the development and implementation of mechanisms to evaluate training effectiveness.

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

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

Interacts 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.

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

Knowledge of:

Professional and Technical - the scope and impact of the operations administered and their relationship with programs, functions, and organizations both inside and outside the system; the mission, goals, and objectives of the system; the organizational structure, functional relationships, and administrative processes; the principles and practices of administration to include planning, organizing, staffing, and budgeting; human resource development; federal grant writing and administration; contract development and monitoring; principles and techniques of training, staff development, needs assessment, planning, and scheduling of training programs; curriculum and course design and evaluation; multi-media instruction and its practical application to staff development.

Ability to/Skill in:

Strategic Planning and Evaluation - effectively perform long range strategic planning for the allocation of human and technical resources in a complex environment; evaluate policy and technical options and plans of administrative action as solutions to system-wide issues and problems; be responsive to changes in directions, priorities, and values of agency mission and strategy; plan, develop, and administer training and staff development programs; develop, implement, and evaluate education and training policies and programs; determine the cost/benefit of training programs during development and projection of budget plan.

Business and Organization - demonstrate a consistent focus on minimizing expenses while maximizing business results; demonstrate a sense of urgency and commitment to meet or exceed financial and productivity outcomes; emphasize the importance of and demonstrate logical, systematic approaches to the accomplishment of tasks; identify obstacles and potential delays to implementation of initiatives; recognize opportunities for improvements and recommend changes in process, practice, and procedures to enhance business results; manage multiple projects and competing priorities; understand the agency business operations and services, the current and future issues that confront the organization, and the cultural/value systems that impact organizational effectiveness; develop methods for analyzing organizational environment and corporate culture; take informed, calculated risks and accept responsibility for failures and mistakes, as well as accomplishments and successes; take action to control or minimize unnecessary error or risk, identify alternatives, and develop contingency plans.

Teamwork/Leadership - establish and model high performance standards characterized by integrity; earn the trust and respect of others by coaching, inspiring, and empowering teams to achieve strategic objectives; share information with the team and key stakeholders; meet commitments; recognize and respect the contributions and needs of each individual; actively seek involvement and use input from people with different perspectives; build and maintain productive working relationships with staff and senior management teams.

Customer Focus/Service Orientation - partner with other organizational leaders to develop systems that ensure service delivery effectively meets consumer needs; balance stakeholder needs and expectations; anticipate and champion customer needs and expectations across functions; treat customers as business partners; ensure customer needs are consistently satisfied with the highest quality standards; evaluate and respond to internal and external customer requests and requirements with commitment to managing value for overall net gain to the customer.

Accountability/Management of Resources - implement systems that ensure quality services are provided through team and individual work efforts; take initiative in establishing appropriate action processes and alternatives to avoid potential problem situations and/or to increase the probability of accomplishing desired outcomes; identify appropriate resources and uses them efficiently; express ideas for continuous improvement and follows through to deliver results and products of excellent quality; weigh the risks and benefits associated with multiple alternatives in making effective and timely decisions; anticipate and prepare for trends, influences and change to effectively allocate resources and implement appropriate business initiatives.

Problem-Solving - develop and apply effective approaches to analyze and solve problems; take a well-ordered approach to solving problems and uses sound judgment in making decisions despite obstacles and/or resistance; recognize problems and identify underlying causes; effectively evaluate situations and make sound decisions while involving others in the decision making process; analyze, design, and develop computer solutions for complex systems.

Communication/Networking - listen effectively and communicate intended or desired information through appropriate organizational channels; develop informal, cooperative relationships among diverse, multi-functional units throughout the organization to influence the acceptance of ideas or plans; influence organizational change by communicating a clear identity and mission that will stabilize and direct others; establish and use organizational networks to accomplish objectives; identify the critical issues to be communicated in complex situations; select the best method of communicating messages by taking into account the impact on and response from different audiences and cultures; constructively manage conflict by seeking areas of common agreement; negotiate and compromise to create "win-win" solutions; communicate complex concepts effectively to both technical and non-technical personnel.

Creativity and Flexibility - continuously bring new and innovative ideas into the organization; apply new and evolving ideas, methods, and technologies to traditional patterns of thinking; respond undauntedly to changes in direction and priorities and willingly accept new challenges, responsibilities, and assignments; seek out information, expertise, and/or resources to creatively resolve issues or develop new ideas; structure discussions, situations, and assignments to encourage creativity; approach situations, challenges, or business proposals from differing perspectives; respond appropriately to changes in direction and priorities; capitalize on opportunities and provide ingenuity, innovation, and creativity.

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 training and/or work experience that will enable the incumbent to possess the required knowledge, abilities, and skills. The minimum qualification guideline for positions in this class is a Bachelors' degree in education administration, curriculum development, adult education, or social and behavioral sciences or related field and management experience in human services programming, staff development training, organizational change management, budget preparation, program analysis/evaluation, human resources management, and policy development and implementation.