

DHHS FINANCIAL SERVICES ADMINISTRATOR

DESCRIPTION: Under administrative direction of the Director of Health and Human Services, administers and provides leadership for the development and implementation of programs and policies in the Financial Services Division in support of the Health and Human Services desired outcomes; functional responsibility for the Health and Human Services agencies budget development and monitoring, accounting systems, claims processing, auditing, revenue and collections; 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 of responsive, accountable fiscal management operating systems, policies and procedures that support the Health & 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 or 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 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, explain work policies/standards/procedures and identify solutions to work related problems; determine the allocation of staff resources to projects/teams based on the employees' skills and assigned workloads; develops individualized staff training plans to improve, update and learn new skills.

Administers the development and implementation of the Health and Human Services System overall budget plan; facilitates biennium budget requests.

Administers the cost allocation of state and federal funding sources and the projection of available funds to determine cash flow and fund availability for agency operational and service programs.

Facilitates the development and implementation of grants management policies and procedures to include the application process, monitoring and budgeting of grant funds to ensure compliance with statutes, rules and regulations; monitors payments to grant providers/recipients to ensure the proper allocation and distribution of funds.

Facilitates the establishment of accounting expenditures, reporting and revenue forecasting tracking systems; and maximizing state, federal and claim reimbursement dollars to finance the service delivery outcomes.

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Facilitates the review of all state legislation for fiscal and compliance impact; monitors federal legislation for trends and/or anticipate revenue impact; projects and implements financial adjustments as a result of legislative changes.

Administers the forecasting of revenue collections; develops and implements policies and procedures regarding revenue collection to include provider overpayments, third party liability, child support, VA per diem, drug rebate, Medicare, land contracts, housing rentals, member maintenance, WIC formula rebates, license fee collections, customer accounts, meals and canteen receipts, county and admissions collections.

Facilitates the development of systems to support the processing and payment of operational and public assistance payments.

Facilitates the development and implementation of pre/post audit activities to include compliance, performance audits, subgrantees, long-term care, and internal financial operations.

Designs and manages a continuous quality improvement plan ensuring achievement of the productivity/efficiency standards, with the standards reflecting the established state of the art fiscal stewardship practices; establishes continuous feedback mechanisms to confirm achieving of performance standards.

Facilitates collaboration and participation of cross-functional teams to integrate policy and program development to achieve desired outcomes.

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.

**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 agency's business operations and services; the scope and impact of the operations administered and their relationship with programs, functions and organizations both inside and outside the agency; the mission, goals and objectives of the agency; the organizational structure, functional relationships and administrative processes; the scope and impact of programs assigned and the interrelationships with other agency functions.

Skill in/Ability to:

[Business and Organization]: understand the agency's business operations and services, the current and future issues that confront the organization and the cultural/value systems that impact organizational effectiveness.

[Creativity and Flexibility] continuously bring new and innovative ideas into the organization.

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

Knowledge of:

[Professional and Technical] The principles and practices of administration including planning, organizing, staffing and budgeting; the State of Nebraska budgetary, accounting, auditing, revenue collections and financial reporting systems; state and federal laws impacting agency programs and operations; auditing and accounting theory and practice; budgeting and financial reporting techniques and methods; administrative processes of the executive and legislative branches of state government.

Skill in/Ability to:

[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 agency-wide issues and problems; be responsive to changes in directions, priorities and values of the agency's mission and strategy; apply the principles of accounting, statistics, auditing, budgeting and fiscal management.

[Business and Organization] Demonstrate 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; 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 stakeholders' needs and expectations; anticipate and champion the customers' 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 use them efficiently; express ideas for continuous improvement and follow 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 use 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 undauntingly 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 change in direction and priorities; capitalize on opportunities and provide ingenuity, innovation and creativity.

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

Any combination of education/training and/or experience that will enable the incumbent to possess the required knowledge, skills and abilities. The minimum qualification guideline for positions in this class is a Bachelor's degree in business administration, statistics, finance, or economics and management experience in financial management and administration, including budgetary and financial reporting systems, budget preparation, program management, program analysis/evaluation, human resources management, policy development and implementation.