DHHS ADMINISTRATION



Broad Occupational Category - 78

DUTIES AND RESPONSIBILITIES

- *Ensure compliance with federal, state, and agency regulations.*
- *Set clear performance expectations for staff and assess progress toward performance goals and objectives.*
- *Direct program operations through subordinate managers or supervisors.*
- *Apply logic and judgment to solve complex or unexpected challenges.*
- *Promote agency goals and objectives within and outside the organization through leadership, negotiation, and diplomacy.*
- *Evaluate trends, issues, and operational performance to inform planning.*
- *Develop staff through mentoring and coaching.*
- *Collaborate with community organizations, advocacy groups, and providers.*
- *Facilitate communication between program staff, administrators, and the public.*
- *Participate in statewide or agency-wide planning initiatives.*
- *Develop and oversee program procedures, policies, and priorities.*
- *Respond to operational challenges and emergencies using judgment and implementing solutions.*
- *Prepare budget justifications for staffing, facilities, or equipment.*
- *Recommend changes or enhancements to policies and procedures, including to ensure compliance with federal, state, and agency requirements.*
- *Serve as a subject matter expert in policy and program areas.*

NEBRASKA

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COMPETENCIES

- **Ethics and Values:** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Conflict Management:** Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Motivating Others:** Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- **Compassion:** Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.

- **Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Managing and Measuring Work:** Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **Organizational Agility:** Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Building Effective Teams:** Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.
- **Managing Vision and Purpose:** Communicates a compelling and inspired vision or sense of core purpose; talks beyond today; talks about possibilities; is optimistic; creates mileposts and symbols to rally support behind the vision; makes the vision shareable by everyone; can inspire and motivate entire units or organizations.
- **Negotiating:** Can negotiate skillfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.

SMART Goal Prompting Questions

Ensure compliance with federal, state, and agency regulations

- What actions could you take to strengthen compliance with applicable federal, state, and agency requirements within your area of responsibility?
- How will you measure success, such as reducing compliance findings, improving audit results, completing required reviews on time, or increasing staff compliance?
- What compliance tracking tools, training, review processes, or monitoring practices could strengthen regulatory oversight?
- How does effective compliance management support accountability, program integrity, and public trust?
- By what date or compliance cycle will you aim to improve compliance practices?

Set clear performance expectations for staff and assess progress toward performance goals and objectives

- What strategies could you use to make performance expectations clearer and more measurable for staff?
- How will you measure success, such as improved goal completion, more timely performance feedback, increased accountability, or stronger employee performance?
- What performance measures, coaching tools, goal-setting practices, or review processes could strengthen performance management?
- How do clear expectations and regular progress assessments support employee development and achievement of agency goals?
- By what date or performance cycle will you aim to improve performance management practices?

Direct program operations through subordinate managers or supervisors

- What actions could you take to improve the consistency, efficiency, and effectiveness of program operations through managers and supervisors?
- How will you measure success, such as improved program performance, achievement of operational targets, fewer recurring issues, or stronger supervisory accountability?
- What performance measures, management meetings, communication processes, or operational dashboards could strengthen oversight?
- How does effective management through subordinate leaders support consistent service delivery and achievement of agency objectives?

- By what date or operational review cycle will you aim to improve program oversight?

Apply logic and judgment to solve complex or unexpected challenges

- What strategies could you use to improve your ability to analyze complex problems and develop practical, sustainable solutions?
- How will you measure success, such as reducing resolution times, preventing recurrence of problems, improving outcomes, or increasing stakeholder satisfaction?
- What decision-making frameworks, data analysis, consultation methods, or lessons-learned processes could strengthen problem-solving?
- How does effective judgment support continuity of operations and the agency's ability to respond to complex challenges?
- By what date or review cycle will you aim to improve your problem-solving approach?

Promote agency goals and objectives within and outside the organization through leadership, negotiation, and diplomacy

- What actions could you take to more effectively communicate and advance agency priorities with employees, partners, stakeholders, and the public?
- How will you measure success, such as increased stakeholder support, successful initiatives, improved collaboration, or achievement of strategic objectives?
- What negotiation techniques, leadership practices, communication strategies, or stakeholder engagement methods could strengthen your effectiveness?
- How does effective leadership and diplomacy support agency priorities and productive relationships?
- By what date or strategic initiative will you aim to improve your leadership and stakeholder engagement practices?

Evaluate trends, issues, and operational performance to inform planning

- What strategies could you use to improve the collection and analysis of trends, emerging issues, and operational performance information?
- How will you measure success, such as earlier identification of trends, improved forecasts, better planning decisions, or measurable operational improvements?
- What dashboards, performance measures, data sources, analytical tools, or reporting processes could strengthen planning?
- How does effective analysis support proactive management and evidence-based agency planning?

- By what date or planning cycle will you aim to improve the use of operational data in decision-making?

Develop staff through mentoring and coaching

- What actions could you take to strengthen employee development through mentoring, coaching, feedback, and professional growth opportunities?
- How will you measure success, such as increased employee competency, improved performance, increased internal development opportunities, or achievement of individual development goals?
- What coaching frameworks, development plans, job assignments, or feedback practices could strengthen staff development?
- How does effective coaching contribute to employee engagement, workforce capability, and leadership succession?
- By what date or performance/development cycle will you aim to improve staff development practices?

Collaborate with community organizations, advocacy groups, and providers

- What steps could you take to strengthen collaboration and working relationships with community organizations, advocacy groups, and service providers?
- How will you measure success, such as increased participation, improved coordination, faster issue resolution, or successful completion of collaborative initiatives?
- What partnership strategies, stakeholder meetings, communication tools, or shared initiatives could strengthen collaboration?
- How do strong external partnerships support effective services and better outcomes for the populations served by DHHS?
- By what date or partnership cycle will you aim to strengthen stakeholder collaboration?

Facilitate communication between program staff, administrators, and the public

- What actions could you take to improve the flow, clarity, consistency, and timeliness of information between staff, leadership, and the public?
- How will you measure success, such as fewer communication gaps, faster responses, reduced misunderstandings, or improved stakeholder feedback?
- What communication protocols, reporting structures, meeting practices, or information-sharing tools could strengthen communication?
- How does effective communication support transparency, coordination, and consistent delivery of services?
- By what date or communication review cycle will you aim to improve information-sharing practices?

Participate in statewide or agency-wide planning initiatives

- What strategies could you use to make a meaningful contribution to statewide or agency-wide planning initiatives?
- How will you measure success, such as completing assigned planning milestones, implementing recommendations, or achieving identified strategic objectives?
- What project management tools, stakeholder input, data analysis, or strategic planning methods could strengthen your contribution?
- How does effective participation in enterprise-level planning support consistency and achievement of agency priorities?
- By what date or planning milestone will you aim to complete your identified contribution?

Develop and oversee program procedures, policies, and priorities

- What actions could you take to improve the clarity, effectiveness, consistency, and relevance of program policies and procedures?
- How will you measure success, such as reducing procedural errors, improving compliance, streamlining processes, or increasing staff understanding?
- What policy review schedules, stakeholder input, process analysis, or performance data could strengthen policy development and oversight?
- How do effective policies and priorities support consistent program operations and achievement of agency goals?
- By what date or policy review cycle will you aim to improve designated policies or procedures?

Respond to operational challenges and emergencies using judgment and implementing solutions

- What steps could you take to improve preparedness and responsiveness when unexpected operational challenges or emergencies occur?
- How will you measure success, such as reducing response times, minimizing service disruptions, improving coordination, or successfully resolving identified challenges?
- What contingency plans, communication protocols, decision-making tools, or after-action reviews could strengthen emergency response?
- How does effective operational response support continuity of services and organizational resilience?
- By what date or emergency preparedness cycle will you aim to improve response practices?

Prepare budget justifications for staffing, facilities, or equipment

- What actions could you take to improve the accuracy, clarity, and effectiveness of budget justifications for staffing, facilities, and equipment?
- How will you measure success, such as fewer budget revisions, stronger justification of requested resources, improved alignment with priorities, or successful funding decisions?
- What cost data, workload measures, forecasting tools, or business-case methods could strengthen budget requests?
- How does a well-supported budget justification promote responsible stewardship of public resources and achievement of program objectives?
- By what date or budget cycle will you aim to improve budget justification practices?

Recommend changes or enhancements to policies and procedures, including to ensure compliance with federal, state, and agency requirements

- What opportunities could you identify to improve policies or procedures based on regulatory changes, operational experience, performance data, or stakeholder feedback?
- How will you measure success, such as improved compliance, reduced processing time, fewer errors, or successful implementation of recommended changes?
- What policy analysis methods, regulatory tracking tools, stakeholder consultation, or process-improvement techniques could strengthen your recommendations?
- How do timely policy improvements support compliance, efficiency, consistency, and better service delivery?
- By what date or policy review cycle will you develop and implement a specific policy or procedure improvement?

Serve as a subject matter expert in policy and program areas

- What actions could you take to strengthen your expertise and effectiveness as a subject matter expert in your assigned policy or program areas?
- How will you measure success, such as providing more timely guidance, reducing recurring questions, improving policy consistency, or increasing stakeholder confidence?
- What continuing education, research, professional networks, reference materials, or knowledge-sharing practices could strengthen your expertise?
- How does strong subject matter expertise support informed decisions, consistent program implementation, and effective guidance to staff and stakeholders?

- By what date or professional development cycle will you aim to expand or strengthen your subject matter expertise?