

### DHHS STAFF AND PARTNERSHIP DEVELOPMENT SYSTEM CONSULTANT

**DESCRIPTION:** Under limited supervision, works as part of the Division Management and Planning Team to achieve the goals for delivering results-oriented quality, strategic, innovative learning services to meet HHSS outcomes. Provides facilitative leadership, consultation and support to the varied components and individuals within HHSS in their design, implementation and alignment of work with the HHSS priorities and work culture principles. Individuals in these positions will establish effective partnerships with HHS System leadership for the purpose of developing strategic plans to assess, diagnose and address human and system performance barriers to achieving business goals.

**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 organizational structure, diagnose and resolve organizational problems, and improve organizational results.

Provide sponsorship and leadership on Staff and Partnership 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.

Represent Staff and Partnership Development in various forums within and outside Health and Human Services and provide interpretation of the performance improvement philosophy and approaches.

Serve as Division liaison at regular meetings with assigned staff from an HHS division, program or delivery system to generate understanding of purpose/criteria for performance improvement and work redesign at division level and system level to build knowledge and awareness of the strategic “work” of the system.

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

Develop and implement strategies to assure 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. Assure work includes collaboration with key stakeholders (both internal and external to HHSS).

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Plan for and organize work to connect various components of HHSS 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 organization's/division's readiness and skill in performance improvement and organization/work redesign to assure correct level of involvement.

Work as a member of the Staff and Partnership Development Management Team to design and implement systems that assess utilization of resources to support staff and partnership development initiatives and provide project management, coordination and consolidation of Staff and Partnership Development activities at the system level.

Develop and conduct presentations of HHSS initiatives and/or principles to stakeholders, interested parties within and outside of HHS.

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

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

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

Knowledge of : 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; business knowledge; performance consulting; organization development; group dynamics; work redesign; team design, implementation and development.

Skill in: facilitation/collaboration; teamwork; problem solving techniques/approaches; change management; communication, orally and in writing; listening; coaching/consultation; critical thinking; small group presentations; time management; participative style; relationship building; project management; questioning; obtaining, synthesizing and reporting data (both narrative and quantitative); identifying the performance and competencies required to achieve specific business goals.

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Ability to: be self-motivated; organize multiple priorities; work with diverse groups from varied experiences, educational backgrounds and jobs; be flexible; self-direct within principles; function in increasing ambiguity; demonstrate comfort in situations where goals/processes to achieve are unclear and difficult to determine; maintain a bias-free approach to situations and people; modify approach or performance when the situation requires it.

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/experience that will enable the incumbent to possess the required knowledge, skills and abilities. A general qualification guidelines is Bachelor's degree (Master's preferred) in a related field plus experience and/or knowledge in the required social sciences, business/public administration, adult education, organization development.