

Position Title: Team Leader
Supervisor's Title: Deputy Division Director
Grade/Rank and Series: GS-14, or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining
Duty Station: Rockville Only

Bureau of Primary Health Care Office	Job Series	Duty Station
Office of Strategic Business Operations (OSBO), External Affairs Division (EAD)	Lead Public Affairs Specialist (GS-1035)	Rockville Duty Station Only

OVERVIEW

The Team Lead (Lead Public Affairs Specialist) is responsible for ensuring that the organization's strategic plan, mission, vision and values are communicated to the team and integrated into the team's strategies, goals, objectives, work plans and work products and services. A Team Lead provides strategic support for the development, implementation and oversight of both internal and external communication for the Bureau of Primary Health Care (BPHC).

RESPONSIBILITIES

- Research and respond to urgent information requests from HRSA's Office of Communications and Office of Legislation, other government agencies, news media, and other stakeholders as assigned;
- Lead the team in identifying, distributing and balancing workload and tasks among employees in accordance with established workflow, skill level and/or occupational specialization;
- Write, edit, review and disseminate a variety of information and materials about BPHC and all programs managed by BPHC;
- Develop, review and disseminate responses to sensitive controlled correspondence documents;
- Develop and oversee effective procedures and processes for the successful execution of the team's work products and deliverables;
- Serve as a coach, facilitator, and/ or negotiator in coordinating team initiatives and in consensus building activities among team members.

Serve as subject matter expert on policies and procedures associated with the team's work

- Lead team staff with technical expertise needed to ensure quality work is produced within established timeframes.
- Lead team staff in supporting and implementing innovations and improvements in policies, processes, or other key activities.
- Provide direct training for new and existing staff on specific procedures and work processes applicable to the Division/team's goals.
- Use data to analyze and support problem solving; provide recommendations to the Division management team.
- Collaborate with other Division Team Leads to accomplish short and long term projects.

Mentor staff and offer performance feedback

- Convene team huddles/meetings to promote team work/collaboration and resolve issues.
- Provide information to Deputy Division Director concerning promotions, reassignments, recognition of outstanding performance, training needs of employees, behavioral problems, and personnel needs.
- Offer feedback on timeliness and quality of work products.
- Relay requests for resources and supplies on behalf of the team.
- Gather staff feedback and identify potential action areas for Division improvement. In addition, support efforts to promote employee recognition, empowerment, and teamwork.

EXPECTED RESULTS

- Develop and implement procedures and processes to ensure successful execution of the team's work products and deliverables (e.g., workload distribution, task assignment, strategy development, analysis of team performance on achieving goals, formulation of corrective actions if targets are not met).
- Provide input to the Deputy Division Director regarding the development of Division processes and procedures to monitor and hold staff accountable.
- Facilitate a responsive, innovative, agile, and team-based professional environment that holds staff accountable for the results of their assigned work (e.g., serve as a coach, facilitator, and/or negotiator in coordinating team initiatives and in consensus building activities among team members).
- Promote and support effective Division personnel management processes, including, but not limited to:
 - Staff retention or career advancement opportunities;
 - Succession planning that prepares the Division for expected losses;
 - Staff recruitment to support Division goals; and
 - Performance or results tracking to promote accountability.

PREFERED EXPERIENCE AND COMPETENCIES

- Ability to motivate and mentor members of the team.
- Ability to manage, organize, and prioritize multiple concurrent, complex projects efficiently and effectively.
- Ability to collaborate across organizational units and levels to accomplish program goals.
- Skill in managing public relations and/or public affairs programs.
- Skill in developing written materials on the programs, policies, functions, and activities of the organization.
- Skill in ensuring online information and other materials contain accurate and consistent messaging.
- Skill in formulating and providing timely responses to inquiries from the external stakeholders, e.g., news media and members of congress.
- Ability to foster strong working relationships built on mutual trust and respect.