

Position Title: Team Lead
Grade/Rank and Series: GS-14, or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining
Duty Station: Locations Negotiable, which includes Rockville as a location
Duty Station is determined by Supervisor/Selecting Official

Bureau of Primary Health Care Office	Job Series	Duty Station
Office of Policy and Program Development (OPPD)	Lead Public Health Analyst (685)	Locations Negotiable
Office of Quality Improvement (OQI)	Lead Public Health Analyst (685)	Rockville Duty Station Only
Office of Southern Health Services (OSHS)	Lead Public Health Analyst (685)	Rockville Duty Station Only

OVERVIEW

As a partner to the Deputy Division Director, the Team Lead has responsibility for providing leadership, direction, and guidance pertaining to the efficiency and performance of the work of the Division's staff. Decisions and actions have a direct and substantial effect on the programs, activities, and organizations that BPHC supports.

RESPONSIBILITIES

Lead project/program management

- Oversee and be accountable for the timeliness and quality of the team's work including achieving results, accomplishing Division goals, and meeting customer expectations. This includes specific quality assurance and/or approvals for specific portions of BPHC workflows.
- Distribute and balance the workload among the team members in accordance with established guidelines (e.g., work flow) or job specialization, assure timely accomplishment of the assigned workload, and assure that each employee has a sufficient and varied workload.
- Independently lead projects through assigning work and ensure delivery of expected outcomes.
- Assure team coverage over work projects/products in the context of supervisor-approved team schedules (i.e., leave requests, training). Serve as a member of the Division management team and support the coordination of projects/products across Division teams.

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

- Lead teams and staff with technical expertise needed to ensure quality work is produced within established timeframes.
- Lead teams and 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 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.

PREFERED EXPERIENCE AND COMPETENCIES

- Experience in providing technical and/or administrative leadership and direction to staff on analysis, customer service, and/or project management by leading work teams (e.g., committees, work groups)
- 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
- Ability to analyze quantitative and qualitative data and information from various sources to determine needs and create solutions
- Excellent oral and written communications, presentation, and persuasion skills
- Ability to foster strong working relationships built on mutual trust and respect