

Position Title: Division Director
Office: Eight total vacancies, four in each of these: (1) Office of Northern Health Services (ONHS) and (2) Office of Southern Health Services (OSHS) in the Bureau of Primary Health Care (BPHC)
Supervisor's Title: ONHS Office Director or OSHS Office Director
Duty Station: Rockville, Maryland
Telework Potential: Moderate
Grade/Rank and Series: GS-685-15 or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining

OVERVIEW

The Division Director exercises authority in directing a national program (i.e., the Health Center Program) for organizations that receive BPHC grants, look-alike designations, and/or cooperative agreements for the geographic areas of the Division. Areas of responsibility include program management, program monitoring, performance and grantee assistance. Decisions and actions have a direct and substantial effect on the Health Center Program and the organizations. The Division's work impacts HRSA's headquarters operations, several BPHC-wide programs, a significant portion of HRSA's field establishment, and large segments of the Nation's population; and receives frequent Congressional and media attention.

KEY RESPONSIBILITIES

- Lead the oversight of a large portfolio of health centers by developing the systems and staff within the Division to assure compliance with the program requirements.
- Lead internal and external stakeholders to assure the provision of assistance to health centers on program related statutory/regulatory policy and program requirements and to inform program decision making.
- Accountable for the performance of the health centers within the Division's portfolio, as well as the development of tools and resources to support and improve the performance of BPHC primary health care service delivery programs.
- Lead the explanation and/or resolution of complex issues concerning the implementation of BPHC policy, funding decisions and other activities.
- Conduct oral presentations and/or participate as a panelist with stakeholders to communicate BPHC policies and explain BPHC decisions.
- Review staff findings and recommendations resulting from periodic and episodic program assessments and initiate applicable and appropriate decisions pertaining to grant award actions and funding.
- Participate in the coordination of actions with internal and external stakeholders to assure continuity of services and appropriate use of Federal resources.
- Accountable for Division's information dissemination to support BPHC emergency preparedness and surveillance of applicable primary care service delivery programs.
- Consult on and coordinate activities within HRSA and HHS, and other Federal agencies, State and local governments, and other public and private organizations engaged in the implementation of BPHC primary health care service delivery programs.
- Provide timely and appropriate responses to inquiries and correspondence regarding Health Center Program service delivery entities.
- Lead Division, Office, Bureau, HRSA, and HHS workgroups to inform activities relevant to the oversight of BPHC primary care service delivery programs.
- Collaborate and innovate with BPHC managers and staff to achieve organizational excellence.
- Stay current with BPHC and HRSA program activities to ensure appropriate knowledge and application of program resources.

EXPECTED RESULTS

- Health Center Program primary care service delivery organizations are provided with accurate and timely guidance to support health center compliance with program policies and requirements.
- Health Center Program primary care service delivery organizations are provided appropriate and timely technical assistance and guidance to support their attainment of established BPHC performance metrics.
- Responses to internal and external partners and stakeholders are timely, accurate, and demonstrate thorough analysis of the issue and provide strategic options and recommendations.
- Division staff demonstrate comprehensive knowledge of Health Center Program procedures, policies, and requirements and the ability to appropriately apply that knowledge effectively in various situations and environments.
- Division's grantee and employee satisfaction metrics trend toward positive attainment of established BPHC goals.
- Division products, processes, and technical assistance activities are high quality, in plain language, and responsive to the needs of both internal and external stakeholders.
- Division systems and processes support an innovative, agile, and team-based work environment that holds staff accountable for the results of their assigned work. Furthermore, dedicated attention is paid to creating a work environment that proactively supports an innovative, team-based work environment, fosters staff professional growth and development, and allows for fluidity across the teams, Divisions, and Office.

PREFERRED EXPERIENCE AND COMPETENCIES

- Expertise and a minimum of 5 years of experience in the operation of public health or health-related programs
- Minimum of 2 years of experience successfully advising, supporting, or collaborating with senior level officials
- Proven ability to manage, organize, and prioritize multiple concurrent, complex projects efficiently and effectively
- Proven ability to collaborate across organizational units and levels to accomplish program goals
- Strong ability to analyze quantitative and qualitative data and information from various sources to determine needs and create solutions
- Ability to solve problems and maintain a high level of professional accountability for results
- Excellent oral and written communications, presentation, and persuasion skills
- Ability to foster strong working relationships built on mutual trust and respect
- Proficient in Microsoft Office (Word, Outlook, Excel, PowerPoint, and SharePoint)