

Position Title: Division Director
Office: Organizational Development Division, Office of Strategic Business Operations,
Bureau of Primary Health Care
Supervisor's Title: OSBO Office Director
Duty Station: Rockville, Maryland
Grade/Rank and Series: GS-685-15 or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining

OVERVIEW

The Organizational Development Division oversees the training and development of BPHC staff, internal organizational strategic planning, and evaluation efforts in support of organizational goals and objectives. The Division Director exercises authority to ensure that the staff and structure of the organization meet the needs of BPHC, especially relative to program management, program monitoring, or performance and grantee assistance. Decisions and actions have a direct and substantial effect on the programs, activities, and the organizations that receive BPHC funds. The Division's work impacts HRSA's headquarters operations, BPHC-wide and other programs and activities, a significant portion of HRSA's field establishment, and large segments of the Nation's population.

RESPONSIBILITIES

- Lead BPHC staff development, training and knowledge management activities.
- Develop and implement On-Boarding Curriculum for new BPHC staff.
- Design a career progression framework; develop curriculum to support succession planning and leadership development.
- Conduct in-depth analyses of workforce development across BPHC to assess skill and competency gaps, current activities for employee development, and employee engagement and retention.
- Identify skill sets and core competencies for all roles across BPHC; develop curriculum to support gaps in core competencies and skill sets (analysis, writing, and customer service).
- Design a framework for, and in support of, employee engagement with a focus on responding to areas of improvement identified in the Employee Viewpoint Survey and BPHC's Employee Satisfaction and Grantee Satisfaction Surveys.
- Implement cross-BPHC initiatives that support information sharing, knowledge management, and employee engagement.
- Evaluate organizational activities and establish technical support for BPHC process reengineering/internal innovations to achieve program goals.
- Coordinate BPHC organizational development activities with other components within HRSA and HHS, and with other Federal agencies, State and local governments, and other public and private organizations.

EXPECTED RESULTS

- Competencies and skills for all roles/positions in BPHC are clearly defined.
- BPHC staff and managers have the training and resources they need to perform their roles and functions at a high level.
- Division staff has the appropriate knowledge, skills, and abilities to accomplish Division results and support broader OSBO functions and results, as needed.
- BPHC staff and managers are engaged in strategic planning activities that support their Office goals and connect them to work and activities across the Bureau.

- Division systems and processes support a responsive, innovative, agile, and team-based work environment that holds staff accountable for the results of their assigned work; and ensure that dedicated attention is paid to fostering staff professional growth and development.

PREFERRED EXPERIENCE AND COMPETENCIES

- Expertise and a minimum of 5 years of experience in providing technical and administrative leadership and direction to program staff on analysis activities
- Minimum of 2 years of experience successfully advising senior level officials
- Expertise in workforce development activities (i.e., employee development, succession planning, and employee engagement)
- Experience with process improvement models that support internal innovations to achieve program and operational goals and enhance efficiency.
- 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
- 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)