

Position Title: Team Lead
Supervisor's Title: Deputy Division Director
Grade/Rank and Series: GS-14, or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining
Duty Station: Multiple Duty Stations, which includes Rockville as a location
Duty Station is determined by the Supervisor/Selecting Official.

Bureau of Primary Health Care Office	Job Series	Duty Station
Office of Northern Health Services (ONHS)	Lead Public Health Analyst (685)	Multiple
	Lead Management Analyst (343)	Rockville Duty Station Only
Office of Southern Health Services (OSHS)	Lead Public Health Analyst (685)	Multiple
	Lead Management Analyst (343)	Rockville Duty Station Only
Office of Policy and Program Development (OPPD)	Lead Public Health Analyst (685)	Multiple Duty Station
Office of Quality Improvement (OQI)	Lead Public Health Analyst (685)	Multiple Duty Station
Office of Strategic Business Operations (OSBO)	Lead Management Analyst (343)	Rockville Duty Station Only
Office of the Associate Administrator (OAA)/Division of Administrative Operations	Lead Management Analyst (343)	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.

There are two similar vacancy announcements (Management Analyst 343 series and a Public Health Analyst 685 series) for multiple Team Lead positions throughout the Bureau of Primary Health Care. Divisions will hire one or more Team Leads from either the Management Analyst or Public Health Analyst announcement, depending on the needs of the Division and the qualifications of the candidate. Overall, the responsibilities, expected results, and preferred experience/competencies of the two tracks align. Please refer to each vacancy announcement for details about the variation in these positions based on the job series and duty station.

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.

EXPECTED RESULTS

- Develop and implement procedures and systems 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 systems 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).
- Develop a viable Division/role-specific strategy for training new staff to assure success specific to the Division/team's goals.
- 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
 - Performance or results tracking to promote accountability

PREFERRED 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