Bureau of Primary Health Care

Office of Strategic Business Operations

Systems Division Director

Announcement Number:
HRSA-BPHC-17-MP-1854810
Vacancy Announcements:

- Office of Strategic Business Operations
  - Systems Division Director
    - Supervisory Management and Program Analyst
      - HRSA-BPHC-17-MP-1854810

- Location: Rockville, MD
- Eligibility: Status Candidates
Agenda

• Background*:  
  – Bureau of Primary Health Care Overview recording  
  – Office of Strategic Business Operations overview recording  
  – Division Director Profile
• Office of Strategic Business Operations Divisions
• Role of the Division Directors
• Questions

*Available at http://bphc.hrsa.gov/careeropportunities:
The Office of Strategic Business Operations:

- Addresses critical needs of BPHC staff and grantees that were identified in trend data from BPHC’s Employee and Grantee Satisfaction Surveys.

- Centralizes key functions and activities around communication, organizational development and training, and management information systems.

- Develops effective and efficient knowledge transfer within BPHC and to external stakeholders.

- 65 staff (at full capacity) with 20-23 staff per division.
• Provides strategic direction and oversight for all internal and external communication.

• Serves as BPHC’s focal point for communications to internal and external stakeholders, providing accurate, timely, and useful information in support of the Bureau’s mission.
• Oversees organizational development, workforce planning, and staff training activities in support of BPHC’s goals and objectives.

• Is responsible for developing a high-performing BPHC workforce to optimize organizational capacity.
• Ensures that information systems meet the needs of BPHC relative to program management, program monitoring/performance and grantee assistance.

• Plans, directs, and coordinates BPHC-wide information systems management activities.
Results:

• MIS Systems are responsive to BPHC’s needs, reduce duplication, and enhance user flexibility to support appropriate grantee oversight and documentation.

• Systems are accessible and integrated to support cross functionality, track critical information, and improve timely program review and oversight.
Systems Division
Director

Functions

• Oversees the design, implementation and maintenance of management information systems used for program monitoring and oversight.
• Evaluates trends and patterns in end user feedback and makes recommendations for system enhancements.
• Coordinates BPHC records management activities.
• Identify and recommend systems and strategies for improving knowledge management.
• Oversee the development of a more robust system that can further centralize communication and responses to external inquiries.

See the full job profile and OSBO overview, available at http://bphc.hrsa.gov/careeropportunities/.
Staff and managers have the appropriate knowledge, skills and abilities to accomplish Division results and to support broader OSBO functions and results as needed.

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, fosters collaboration within and across teams and other offices and divisions, and provides support for accomplishing BPHC’s mission.
Questions?