

Position Title: Deputy Division Director
Supervisor's Title: Division Director
Grade/Rank and Series: GS-15, or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining

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

OVERVIEW:

As a partner with and back-up to the Division Director, the Deputy Division Director has primary responsibility for providing leadership, direction, and guidance pertaining to the professional development and supervision of the Division's team leads and analysts. Decisions and actions have a direct and substantial effect on the programs, activities and the organizations that BPHC supports.

There are four similar vacancy announcements (two for the Management Analyst 343 series and two for the Public Health Analyst 685 series) for multiple Deputy Division Director positions throughout the Bureau of Primary Health Care. Divisions will hire a Deputy Division Director 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:

• **Leads Division strategic human capital activities**

- ✓ Leads the Division's staff recruitment, retention, and recognition activities. Analyzes quantitative and qualitative data to assess the effectiveness of these efforts and identify areas for improvement.
- ✓ Establishes and refines personnel activities to support Division strategic priorities and operational success, including promoting staff professional development and working to broaden the diversity of the Division.
- ✓ Coordinates new staff orientation/on-boarding activities related to Division operations including developing role-specific trainings for new staff to align with the Division's/Team's goals.
- ✓ Builds staff capacity and directs career development activities within the Division by identifying and implementing strategies to support individual development plans, training, and networking.
- ✓ Creates a work environment within the Division that promotes employee empowerment and teamwork.

- **Provides direct supervision for Division Team Leads and Analysts**

- ✓ Leads the Division's performance management activities, including supervision of Team Leads and Analysts, in support of the needs, goals and objectives of the Division and the Bureau of Primary Health Care.
- ✓ Develops systems to monitor and ensure accountability, including participating in meetings and gathering input from Team Leads and Division Director/Senior Advisor.
- ✓ Works closely with BPHC HR leadership to ensure that Division policy and procedures maximize staff performance and proactively addresses/resolves staff's concerns.

- **Serves as a member of the Division Management team**

- ✓ Serves as the backup Division Director.
- ✓ Formulates action plans, procedures and evaluative methods for operational excellence of the Division in consultation with the Division Director, Division Senior Advisor, and Team Leads.
- ✓ Participates in Division management meetings and negotiations to explain and/or resolve complex issues concerning implementation of personnel and professional development programs.
- ✓ Coordinates activities related to strategic human capital and professional development of staff across Divisions and Offices.

EXPECTED RESULTS:

- Division systems and processes support a responsive, innovative, agile, and team-based professional environment that holds staff accountable for the results of their assigned work.
- Procedures and systems support effective Division personnel management processes, including but not limited to:
 - staff retention/career advancement opportunities;
 - succession planning prepares the Division for expected losses;
 - staff recruitment to support Division goals; and
 - timely completion of all personnel related actions/requirements.
- Ongoing systems are in place to gather staff satisfaction feedback and identify potential action areas for the Division to promote employee recognition, empowerment and teamwork.
- Objectives and priorities support Division and Bureau professional development goals in collaboration with the Organizational Development Division and other BPHC Divisions (including initiating and monitoring individual development plans, assessing professional training needs, etc.)
- Directs the hiring of Division staff with appropriate knowledge, skills and abilities to accomplish Division results and to support broader Office functions and results as needed.

PREFERED EXPERIENCE AND COMPETENCIES:

- Minimum of 5 years of experience in providing technical and administrative leadership and direction to staff on analysis, customer service, and/or project management.
- Minimum of 2 years of experience successfully supervising staff.
- Proven ability to motivate and mentor members of the team.
- 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.