

Posting Type:	Open to All Applicants		
Category:	Community and Social Services	FLSA Exempt/ Non-Exempt:	Non-Exempt
Agency:	Health & Human Services Commission	Department:	2-1-1 TIRN
Job Title:	211 TIRN Program Support Specialist	Posting Number:	309845
Full Time/Part Time :	Full Time	Regular/Temporary:	Regular
Job Location:	909 W 45TH ST	City:	AUSTIN
Other Locations:	AUSTIN		
Contact:	AccessHR Service Center	Telephone:	888-894-4747
Salary Range:	\$3,763.16 - \$4,956.08	Salary Group:	B20
Shift:	Days (First)	Travel:	15%
Closing Date:	01/26/2016		

Job Description:

The Texas Health and Human Services Commission (HHSC) seeks highly qualified candidates to fill the 2-1-1 TIRN Program Support Specialist position within the 2-1-1 Texas Information and Referral Network (TIRN), a program of Community Access and Service, within the Office of Social Services. The Office of Social Services is driven by its mission to connect Texans to services by helping individuals and families in need of food, medical care, cash assistance and other social services. This position works under the general direction of the 2-1-1 TIRN Program Team Lead and the 2-1-1 TIRN Program Manager. The 2-1-1 TIRN Program Support Specialist provides programmatic support, research, and project management for the 2-1-1 TIRN program. Responsibilities include providing project management support; conducting and interpreting research; preparing implementation proposals; identifying and documenting best practices; and establishing quality assurance and performance measurement tools. This position will also work with program staff to engage internal and external stakeholders and partners to enhance community access. The ideal candidate for this position will thrive in an environment that emphasizes: innovation through new ideas, team building, embracing individual differences as a source of strength, leading by example, continuous improvement, and proactive problem solving.

Essential Job Functions:

Attends work on a regular and predictable schedule in accordance with agency leave policy and performs other duties as assigned. Coordinates and collaborates with program staff in the program planning, development, and implementation of major program projects, initiatives, and policy options impacting 2-1-1 TIRN, Community Access and Services, the Office of Social Services, and HHSC. Work includes research of policy options and impacts of proposed program changes, option development, timelines, project structures, detailed work plans and daily operations (25%). Assists with research, development, and implementation of a comprehensive programmatic evaluation methodology for contracted providers. Work includes analysis of contractor performance metrics, development of contractor evaluation tools and processes, and monitoring and documenting contractor compliance with performance expectations (25%). Collaborates with stakeholders, other state agencies, community-based organizations, and contractors on joint initiatives. Work includes facilitating workgroups, advisory committees, and stakeholder groups for the purpose of information gathering, consensus and coalition building, and collecting, organizing, analyzing, and/or preparing materials in response to requests for program information and reports. (25%) Develops program policies, procedures, standards, and manuals in accordance with program objectives and goals. Work includes assisting program staff with the development, drafting, and updating of internal operational procedures and contractor handbook (25%).

Knowledge Skills Abilities:

Knowledge of government organization and administration; knowledge of quality assurance, monitoring, and compliance; skill in performing research and using various research techniques; skill in identifying, analyzing and evaluating complex program/policy

issues, evaluating alternatives, and implementing solutions; skill in developing creative and workable solutions to complex problems and policy issues; strong short-term and long-term project planning and organizational skills; skill in establishing and managing program performance requirements; skill in working collaboratively and cooperatively with diverse groups in a fast-paced, deadline-orientated environment; ability to plan, organize, and coordinate work assignments among contracted staff; ability to inspire and engage others; ability to perform work with a high degree of attention to detail; ability to work independently and operate effectively within established guidelines and timeframes; ability to work with multiple stakeholders and provide oversight to contracted vendors; ability to think creatively and support creative thinking in others; ability to organize and present information effectively, both orally and in writing; ability to interpret legal documents such as legislation and contracts; ability to comprehensively and accurately evaluate reports; ability to evaluate and make recommendations for program improvements; ability to exercise judgment and work independently with minimum supervision; and proficiency with Microsoft Excel and other Microsoft Office applications.

Initial Selection Criteria:

Graduation from an accredited four-year college or university required. Master degree preferred. Experience and education may be substituted for one another. Ability to communicate effectively both orally and in writing.

Additional Information:

The Texas Health and Human Services Commission is committed to hiring veterans and creating a work environment that values and retains the skills that service members bring to the job. A veteran is an individual who has served in (1) the Army, Navy, Air Force, Coast Guard, or Marine Corps of the United States or the United States Public Health Service under 42 U.S.C. Section 201 et seq., as amended; (2) the Texas military forces as defined by Section 437.001 of Texas Government Code; or (3) an auxiliary service of one of those branches of the armed forces; and (4) has been honorably discharged from the branch of the service in which the person served. Please Note that Military Occupations that relate to the initial selection criteria and registration or licensure requirements for this position may include HM, 230X, and 4C0X1. For more information see the Texas State Auditor's Military Crosswalk at <http://www.hr.sao.state.tx.us/Compensation/JobDescriptions.aspx>. VETERANS: Use your military skills to qualify for this position or other jobs! Go to www.texasskillstowork.com to translate your military work experience and training courses into civilian job terms, qualifications and skill sets. Also, you can compare this position to military occupations (MOS) at the Texas State Auditor's Office by pasting this link into your browser: <http://www.hr.sao.state.tx.us/Compensation/JobDescriptions.aspx>. For more information on military occupational specialty codes, see the Military Crosswalk Guide. Req #309845

HHS agencies use E-Verify. You must bring your I-9 documentation with you on your first day of work.

[I-9 Form](#) - Click here to download the I-9 form.

In compliance with the Americans with Disabilities Act (ADA), HHS agencies will provide reasonable accommodation during the hiring and selection process for qualified individuals with a disability. If you need assistance completing the on-line application, contact the HHS Employee Service Center at 1-888-894-4747. If you are contacted for an interview and need accommodation to participate in the interview process, please notify the person scheduling the interview.

Apply here:

https://jobshportal.cpa.texas.gov/ENG/careerportal/Job_Profile.cfm?szOrderID=309845&szReturnToSearch=1&&szWordsToHighli ght=211%20TIRN%20Program%20Support%20Specialist

Or

https://jobshportal.cpa.texas.gov/ENG/careerportal/candidate_update.cfm?szOrderID=309845