

Program Specialist IV – Social Work Executive Director; Position #: 9448; Requisition #: 294584; Close Date 07/28/2015

Job Description:

Program Specialist IV Performs advanced administrative work as the Executive Director for the Texas State Board of Social Worker Examiners, a governor-appointed regulatory board administratively attached to the Professional Licensing and Certification Unit, Texas Department of State Health Services. Serves as the administrator for the Social Worker licensing program under the general direction of the Regulation and Standards Group manager and the independent board chair. Oversees the regulation of professional licensees, enforces the laws and rules, formulates policy and procedure for boards, makes decisions regarding disciplinary action and enforcement, and serves as an expert for licensing and practice issues in compliance with Texas Occupations Code, Chapter 505, the administrative rules of the board, and the policies and procedures of the independent board and DSHS. Serves as the program media and legislative contact and as program liaison with professional organizations and government agencies. Performs other duties as assigned to carry out the mission of the agency, which may include but are not limited to actively participating and/or serving in a supporting role to meet the agency's obligations for disaster response and/or recovery for Continuity of Operations (COOP) activation. Such participation may require an alternate shift pattern assignment and/or location.

Essential Job Functions:

15% Program Leadership Function – Provide direction, training, and information regarding regulatory content to staff, including provision of performance data toward evaluation of staff and recommendations regarding discipline or reward activities. Provide training to staff regarding the application of the Social Worker Act, the board's rules, and board and DSHS policies and procedures to ensure that quality service is provided to program customers and stakeholders. 30% Complaint & Enforcement Function – Direct the consumer complaint and enforcement process for the regulatory program. Conduct initial review of complaints to determine jurisdiction and alleged rule or statute violations. Oversee complainant and respondent notification and referral for investigation. Evaluate investigative reports and present case information to the Complaints Committee. Through consultation and coordination with the Office of General Counsel, initiate disciplinary action proposals as directed by the Complaints Committee, including reviewing notices of violation, agreed and default orders, and informal conference notices; and developing, composing, or approving cease and desist notices, closure letters, and advisory letters. Coordinate with the Enforcement Unit regarding notices of violation and orders. Coordinate hearings with the Office of General Counsel. Work directly with complainants and respondents to provide information regarding the complaint and enforcement process, as well as the parameters of the board's statutory authority to discipline licensed professionals. Utilize and monitor electronic complaint tracking to ensure adherence to departmental and statutory requirements. Monitor the reporting of disciplinary actions to the National Practitioner Databank and to program websites. 5% Rulemaking Function – Coordinate the rulemaking processes for the regulatory program, including rule reviews mandated by Texas Government Code, Chapter 2001.039. Conduct studies, analyze problem areas, and compose reports to the board and committees regarding rule amendments recommended to improve program functioning and to effectively carry out program objectives. In compliance with Texas Register and Office of General Counsel guidelines, research, develop, and compose rule proposals, timelines for implementation, responses to public comments, and rule adoptions for review and approval by the board. Coordinate with the Office of General Counsel to ensure that rule amendments are proposed and adopted within statutory authority. 25% Licensing Function – Direct and oversee the licensing of regulated professionals. Provide direction for licensing functions of the regulatory program, including the application, examination, temporary licensure, initial licensure, continuing education, and license renewal processes for the regulated professionals. Perform regular evaluations of program processes; recommend and implement system improvements to further program effectiveness and quality customer service. Work directly with licensees and applicants to address exceptional requests and concerns regarding licensing and practice issues. 10% Public Information Function – Coordinate the development and distribution of informational materials relating to the programs and program services, including newsletters, web content, brochures, and program forms. Provide written and oral clarification of the Social Worker Act, the board's rules, and program policies and procedures to individuals and groups. Compile and maintain statistical data on applications, licenses, renewals, and complaints, along with other information on all aspects of the program sufficient to measure operation. Perform liaison and coordination of tasks with stakeholders and other groups, including educational programs and federal, state, and local agencies. Represent the board at legislative committee hearings and to professional associations. Provide formal and informal speaking presentations regarding regulatory processes. Respond to inquiries from legislators, elected officials, and the media in accordance with DSHS policy. Compose

and distribute reports of legislative, elected official, and media contacts. Respond to requests for statistical and program information from DSHS staff, state agencies, interagency workgroups, and the public. 10% Board Administration Function – Provide administrative, managerial, and consulting services to the independent board, its rules committee, administrative committees, applications committee, complaints committee, and ad hoc committees and task forces. Direct the scheduling and execution of activities associated with board and committee meetings. Develop and draft meeting agendas, coordinate agenda approval through the board or committee chairs and the Office of General Counsel. Ensure that meetings are posted, scheduled, and conducted in accordance with the Texas Open Meetings Act and the policies of the board. Work directly with the board chair to secure appropriate meeting accommodations. Oversee the preparation and distribution of meeting materials. Attend all board and committee meetings and present reports regarding program operations and special topics. Provide regular updates to the board and committees regarding significant program issues. Oversee the recording and drafting of meeting minutes. Travel in connection with board and committee meetings. Work proactively to foster and maintain positive relationships between the board and Texas Department of State Health Services.

Knowledge Skills Abilities:

Knowledge of the principles and practices of public administration. Knowledge of regulatory and licensing principles and procedures. Knowledge of the responsibilities of professional social workers or other mental health professionals. Knowledge of the Administrative Procedure Act, the Open meetings Act, the Social Worker Act, and other state statutes affecting mental health professionals and government agencies. Skill in working with boards or committees. Skill in using a personal computer, Microsoft Word, Excel, PowerPoint, licensing databases, or the equivalent. Skill in developing and editing written material, including rules and technical information. Skills in organizing and/or conducting task force, board, and committee meetings and public hearings. Skills in analyzing and evaluating complaints in relation to statutory and rule requirements. Skill in serving as a resource witness in legislative or court settings. Ability to accurately interpret and apply state statutes, rules, policies, and procedures. Ability to establish and maintain effective working relationships with persons from diverse cultural, educational, and socio-economic backgrounds. Ability to express ideas verbally and in writing. Ability to research, analyze, and correlate technical information. Ability to gather preliminary complaint information by phone or correspondence. Ability to instruct and coordinate the work of others. Ability to review, evaluate, interpret, and document information in the form of a report. Ability to meet strict deadlines and work on multiple projects with rapidly changing priorities. Ability to evaluate situations and make sound decisions and judgments in a timely manner. Ability to lead in an environment of change. Ability to work effectively as a team member in an environment of change.

Registration or Licensure Requirements:

Preferred - MBA or Texas licensure in a mental health or social services field.

Initial Selection Criteria:

Experience in an executive, management, or leadership role in an organization, which includes working collaboratively with groups, preferably in a regulatory, legislative, or similar environment. Experience in analyzing, interpreting, applying, and/or revising statutes, rules, policies and/or procedures. Experience in facilitating meetings.

Additional Information:

Requisition # 294584 Work-related writing sample and inbox exercise may be required. DUE TO BUDGET CONSTRAINTS, PLEASE NOTE: HIRING SALARY WILL BE AT THE BASE OF THE SALARY RANGE UNLESS THE CANDIDATE IS INTERNAL IN WHICH CASE A 7% MAY BE APPLIED FOR A PROMOTION OR THE MINIMUM OF THE NEW SALARY GRADE, WHICH EVER IS HIGHER; OR A 3.4% MAY BE APPLIED WHEN THE CANDIDATE IS IN THE SAME SALARY GROUP BUT DIFFERENT CLASS TITLE AND JOB CODE. 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](tel: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.

The posting and application are available on the Texas Health and Human Services Jobs Center at: <https://jobshrportal.cpa.texas.gov/ENG/careerportal/default.cfm?sUniqueCareerPortalID=fb767e0-795a-412f-8897-431b08f314e8>

