

Job Title: Operations Program Manager
 Requisition Number: JO-1511-4023
 Grade: 15
 Salary Range: \$107,399.00 - \$150,358.00
 Promotion Potential: No
 Agency: Disability Services
 Location: 1125 15th St NW
 Area of Consideration: Open to the Public
 Opening/Closing Date: 11/17/2015 - 1/1/2016

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Operations Program Manager

MS-0301-15

\$107,399 - \$150,358

Management Supervisory Services (MSS-AT WILL)

The first screening of applicants will take place within ten (10) days of the posting of this vacancy announcement. The position is open for 45 days.

Job Summary

If you like to stay busy and immersed in cultural activities, then Washington, DC is the place to be! Museums, restaurants, great climate, green space and job opportunities are among the many positives of living in the Nation's Capital. Not to mention the residents of the District of Columbia are highly educated and the region has some of the best schools in the country. Each day the District of Columbia continues to be ranked in the top 10 of thriving city indicators where you can live, work and play.

This position is located in the Department on Disability Services (DDS), Office of the Deputy Director for Developmental Disabilities Administration (DDA). The primary purpose of this position is to function as the chief advisor to the Deputy Director on matters pertaining to budget planning and management, utilization management, provider network, Medicaid long-term care services and supports policy, and the operation of Home and Community-based Services (HCBS) Waiver program(s) and state plan services.

MAJOR DUTIES

The incumbent will be expected to oversee, direct, supervise, plan and coordinate the operations of the Health & Wellness Unit, Medicaid Waiver Unit and Provider Relations Business Unit. Develops and recommends policies and procedures to efficiently and clearly delineate work processes and responsibilities in these units. Provides leadership in policy development and management of personal finances for people supported, contributions to cost of care, benefits planning and people eligible for DDA supports and services access to government benefits and programs throughout the District of Columbia. Ensures the delivery of high quality, person—centered and culturally appropriate services through the development and management of a network of qualified service providers.

Develops effective mechanisms to manage the Division service budget including the Medicaid HCBS waiver match, transition planning for funding from ICF/IDD to waiver funding, utilization management and perform budget forecasting and planning. Provide leadership in the design and operation of Medicaid HCBS waiver and state plan programs, Medicaid interagency initiatives, and intergovernmental initiatives. Proposes rate setting methodologies and coordinates the development of fiscal impact documents and statements. Prepares the Deputy Director to represent the Administration at District of Columbia Council Hearings and Mayoral Performance Management Reviews on fiscal and Medicaid issues and performance.

Participates with the Deputy Director and other senior staff to ensure effective planning and implementation of initiatives across the Administration's Divisions. Ensures effective administration of services through the daily oversight of the Operations Division including: timely meeting of deadlines; drafting of reports; resolution of problems; and, monitoring the activities of subordinate managers. Develops short and long-range goals to ensure effective functioning of the Operations Division.

Leads the Operations Division performance management program to ensure compliance with all federal and local performance requirements. Completes special assignments involving planning, development, monitoring and evaluation of the various projects impacting the Administration. Reviews and analyzes MCIS and performance management reports and provides recommendations to the Deputy Director to enhance the functioning of the program's administration. Analyzes current structure and strategy for the coordination and management of the provider community, recommends changes to Deputy Director and implements approved changes which best support the organization and vision.

Directs subordinate staff and plans work to be accomplished by subordinates, sets and adjusts short-terms priorities, and prepares schedules for completion of work. Assigns work based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees. Approves and disapproves leave, develops performance standards and evaluates work performance of subordinates. Gives advice, counsel, or instruction to employees on both work and administrative matters, interviews candidates for positions in the organization, recommends appointment, promotion, or reassignment to such positions, hears and resolve complaints from employees, referring group grievances and more serious unresolved complaints to the Human Capital Administration. Effects minor disciplinary measures, such as warnings and reprimands, makes recommendations for other action in more serious cases, identifies developmental and training needs of employees, providing or arranging for needed development and training, periodically reviews position descriptions for accuracy, and finds ways to improve production or increase the quality of the work supervised.

In conjunction with other public and private entities, develops and implements new strategic plans and programs designed to improve operations and quality of service delivery to address the needs of people served by DDS, including implementation and development of best practices. Acts in the absence of the Deputy Director when necessary to support the work of the Agency.

Performs other related duties as assigned.

Qualifications

Applicant must have one (1) year of Specialized Experience at the next lower-grade level. Experience that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to independently planning, designing, and carrying out programs, projects, studies, or other work.

Specialized experience that includes: budget planning, forecasting, rate setting and developing and implementing utilization management programs.

Education

Minimum requirement: An equivalent combination of education and management experience required.

Master's degree in public administration, business administration, disability studies, or a related field is desirable.

Non-Union

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Work Experience

Experience and skill in presenting and justifying recommendations and conclusions both orally and in writing is required.

Knowledge of the mission and functions of related social service agencies in order to build an effective network of support services programs within the District of Columbia.

Licensures, Certifications and other requirements

None-Office equipment (e.g., computer, copier) - "Typical office equipment (e.g., computer, copier), AV equipment"

Work Environment

The work is primarily sedentary, although some slight physical effort may be required.

Work is typically performed in an adequately lighted and climate controlled office. May require occasional travel.