

Title: Supervisory Health Insurance Specialist
Pay plan, Series, Grade: GS-107-15
Administrative Code: FCNB
Position Description No: 39063S

INTRODUCTION

This position is located in the Program Alignment and Partner Engagement Group (PAPEG), Office of Minority Health (OMH) at the Centers for Medicare and Medicaid Services. The Office of Minority Health (OMH) is responsible for providing leadership, vision and direction to address HHS and CMS Strategic Plan goals and objectives related to improving minority health and eliminating health disparities, developing an Agency-wide data collection infrastructure for minority health activities and initiatives, implementing activities to increase the availability of data to monitor the impact of CMS programs in improving minority health and eliminating health disparities, and consulting with HHS Federal agencies and other public and private sector agencies and organizations to collaborate in addressing health equity.

The incumbent of this position will serve as the Director of the Program Alignment and Partner Engagement Group (PAPEG) and work with the OMH Director and Deputy Director in support of the work of the Office and Agency. The incumbent coordinates and manages a wide variety of policy and operational efforts to promote and improve the health of vulnerable populations and eliminate health disparities through improvements to CMS and HHS programs. The incumbent is responsible for directing, planning and executing activities that address but are not limited to disease prevention, health promotion, risk reduction, healthier lifestyle choices, improved utilization of health care services, and barriers to health care. The incumbent directs, manages and oversees cross-cutting programmatic activities to ensure that health disparities elimination and minority health issues are represented in all CMS programs and initiatives. Serves as an expert and the principle source of advice and guidance to OMH leadership on issues related to minority health and health disparities, the development of new programs and initiatives and the ongoing implementation, evaluation and improvement of current programs.

FACTOR 1 - PROGRAM SCOPE AND EFFECT

SCOPE

Plans, directs and manages the work of a highly skilled and multi-disciplinary professional staff in a variety of program development, implementation and evaluation activities to improve minority health and eliminate health disparities.

Plans, coordinates and oversees initiatives, demonstrations and other assigned projects to develop, analyze, implement and modify policy, programs and processes related to vulnerable populations. Outcomes produced facilitate management decisions involving strategic policy and programs.

Oversees, directs and supports the development and dissemination of informational materials and the execution of outreach activities that foster awareness of minority health and disparities elimination for internal and external stakeholders, beneficiaries and the public in consultation with the Office of Communication and the Office of Provider Engagement.

Directs and oversees efforts to establish and maintain partnerships and collaborations with health professionals and organizations, federal, state and local agencies, community groups and other public and private sector entities to identify and meet the needs of diverse populations, support and improve the implementation of CMS programs and initiatives and impact health disparities elimination.

Serves as a technical expert and resource to internal and external stakeholders on issues related to minority health and disparities elimination.

Plans, directs and oversees the formulation of policies, legislative proposals, priorities and strategies that impact minority health and health disparities elimination.

Works collaboratively with other CMS components to support the core functions of OMH and the Agency including cross-component, cross-agency collaborations to monitor and improve care transitions, quality of care, care access, beneficiary satisfaction and payment and service delivery reform for vulnerable populations.

Identifies, analyzes, prioritizes and resolves issues and problems related to the operation and management of OMH and Agency initiatives and programs with respect to streamlining and improving coordination, cost and quality of care for vulnerable populations.

Plans and directs the coordination and management of federal analyses, review, decision making and/or input related to ongoing program and policy proposals to (1) identify and prioritize issues of importance to the federal government; (2) assess the impact on current federal (within CMS and DHHS and external to CMS and DHHS) program and policies; (3) discern budgetary and fiscal implications for the federal government; and (4) assess impact and/or relationship to federal legislative, policy and program initiatives.

Attends high-level meetings related to areas of responsibility for or with the Director/Deputy to not only represent OMH, but to negotiate with others on initiatives to advance health, access and quality of care for vulnerable beneficiary populations. Arranges for the presence of high-level technical staff to support the Director/Deputy, as needed. Provides advice and assistance to leadership and management within OMH and CMS in carrying out their responsibilities as they impact and relate to the incumbent's areas of responsibilities.

Acts as a confidential consultant and advisor to the Director and Deputy Director on programmatic and policy decisions, and critical issues that have a major impact on vulnerable populations. Resolves emerging complex issues, advising leadership of potential and emerging problem areas including formulating recommendations for appropriate program responses. Works with OMH leadership to identify gaps in knowledge and research needs related to Office and Agency priorities.

Represents the Director and Deputy Director at inter-Agency and intra-Agency meetings regarding the justification and approval of specific initiatives. Provides authoritative information on various aspects of policy areas that impact and relate to the incumbent's areas of responsibility.

Responsible for interacting with and negotiating with high ranking state, federal and private sector officials on issues related to the development and implementation of programs and policies to better serve vulnerable populations.

Plans, directs and oversee the initiation and development of ongoing productive working relationships with relevant entities, including Congress, other federal agencies, states, other oversight agencies, contractors, providers, professional groups and CMS components/regional offices related to various aspects of the work and mission of the OMH.

Serves as an advisor to the Office Director and Deputy Director and executives and managers of various CMS components in the preparation of short, immediate and long-range plans for improvement of CMS programs as they related to minority health and health disparities.

Plans, directs and oversees the preparation of a variety of written products, including briefing documents, issue papers, research/pilot/demonstration proposals, procurement packages, contractor performance evaluations, evaluations and reports and issue papers.

EFFECT

The program segment that is directed impacts a major segment of CMS programs and operations of all CMS components, DHHS components, OMB, State Medicaid Agencies and other relevant federal and private sector partners by evaluating and identifying areas for improving health outcomes and eliminating health disparities for vulnerable populations across CMS and HHS programs and informing CMS and DHHS policies and procedures for these populations. Responsibilities include directing the development and execution of programs, policies and other related initiatives designed to improve quality, access and cost of care for vulnerable populations. Also responsible for having expert knowledge in the area of health disparities and providing authoritative information and recommendations related to vulnerable populations that aid OMH, CMS and DHHS program improvements.

FACTOR 2 -- ORGANIZATIONAL LOCATION

Works under the administrative supervision of the Director of the Office of Minority Health who provides direction on broad program policies and objectives. Activities are performed independently and are reviewed in terms of overall adequacy in attaining the objectives of the Office and the Agency.

FACTOR 3 – SUPERVISORY AND MANAGERIAL AUTHORITY EXERCISED

Supervises individuals in positions of various levels of skill and experience in achieving Group and Office goals, including planning, managing and directing subordinate work. Promotes teamwork, skills acquisition and enhancement, as well as short and long-term career growth and goals of staff. Manages and prioritizes administrative, budget and staff resources in a fast-paced environment of a new office with multiple initiatives. Ensures Office Director and Deputy Director are apprised of key issues as well as consulted on key strategic recommendations.

Plans the overall workload distribution, sets priorities, and prepares schedules of time frames for completion. Based on these priorities, assigns work considering the relative difficulty of the assignment and the varying capabilities of employees, fully empowering staff to produce required work independently.

Utilizes technical specialists and team leaders to coordinate work of the unit. Assures workload and resource equity among staff.

Evaluates the performance of subordinate employees. Recommends awards and/or bonuses for all employees subject to performance review.

Identifies the need for and provides for scheduled training for employees, as necessary.

Interviews candidates for positions located in the unit and makes recommendations for appointments, promotions or reassignments of employees.

Hears and resolves complaints from employees. Gives advice, counsel and instructions to employees on work and administrative matters. Hears group grievances and serious unresolved complaints and refers such issues to the office Director for a decision, as needed.

Responsible for interacting with officials from other work units and providing recommendations to managers at higher levels in the organization.

Fosters a supportive work environment. Ensures that the principles of quality management are assimilated into the work environment by identifying work barriers and developing ways to reduce them, promoting team building and improving work processes.

Furtheres equal employment opportunity by demonstrating fairness in selections, encouraging and recognizing achievements, exercising fair treatment of minority group employees and demonstrating sensitivity to the development needs of all employees, including consideration of the knowledge and skills needed to perform job functions.

FACTOR 4 – PERSONAL CONTACTS**NATURE OF CONTACTS**

Contacts are with other Directors, CMS and HHS leadership, State leadership, subordinates, high ranking officials, representatives of provider organizations, beneficiary advocacy groups, and other groups external to CMS including a wide variety of individuals or groups outside state and federal government. Contacts often take place in formal or informal settings including presentations at conferences, seminars, and workshops attended by a variety of audiences both internal and external to state and federal government.

PURPOSE OF CONTACTS

Contacts are for the purpose of coordinating projects, planning activities and providing oversight and leadership for the CMS program group that is directed. Represents and negotiates the Office and Group viewpoint. The purpose of contacts is to collect information, communicate Office and Group priorities, and collaborate on strategies to improve the lives of vulnerable populations. The incumbent may be required to justify, defend, negotiate or settle matters involving significant or controversial program issues. The incumbent must influence supervisors and other officials with diverse goals and viewpoints to understand, accept, and implement findings and recommendations.

FACTOR 5 – DIFFICULTY OF TYPICAL WORK DIRECTED

At least 50% of the workload supervised is at the GS-13 level or above.

FACTOR 6 – OTHER CONSIDERATIONS

The incumbent has expert knowledge in the area of health disparities and is required to direct activities that depend upon creating collaborative relationships with multiple parties with specific organizational goals and objectives of their own. The incumbent must orchestrate a careful process of bridge-building with internal and external organizations with limited resources that require the incumbent to leverage the good will and resources of other organizations and maximize the technical and relational skills of his/her staff.

The incumbent is responsible for analyzing data, programs and policy changes to assess the impact on CMS operations, vulnerable populations and assigned workloads. Incumbent's recommendations are frequently used to form the basis for policies, procedures, and actions of federal officials and policy makers and to meet the needs of health care researchers and other customers. The incumbent directs and monitors the planning, development and implementation of varied and complex demonstrations, studies and analyses assigned to the unit. The incumbent is responsible for integrating the work of assigned work area and ensuring compatibility and consistency of workload directed and the accurate reflection of Federal and Agency guidelines and procedures.