

Title: Social Science Research Analyst
Pay Plan, Series, Grade: GS-0101-13
Administrative Code: FCNA
Position Description No: 400830

I. INTRODUCTION

This position is located in the Data and Policy Analytics Group, Office of Minority Health (OMH) at the Centers for Medicare and Medicaid Services. The Centers for Medicare and Medicaid Services, 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 purpose of this position is to perform program and policy analyses of services provided by CMS and HHS programs to ensure that health disparities elimination and minority health issues are represented in all CMS programs and initiatives. The incumbent develops and uses survey, market research, and statistical methodologies and techniques to conduct studies of assigned CMS/HHS programs. Activities may include directing intramural and extramural policy analyses to understand the needs and preferences of beneficiaries, clients, and patients so that optimal ways to provide services to HHS/CMS beneficiaries, clients, and patients are met. These studies include cost-benefit analysis required for Congressional consideration, beneficiary/client/patient satisfaction with services they receive, and the overall quality and performance of CMS/HHS health and human service programs.

II. MAJOR DUTIES AND RESPONSIBILITIES

Develops and conducts program and policy analyses to identify and understand the needs and preferences of HHS health and human services programs and the populations they serve. Utilizes appropriate market research and statistical techniques to identify ways to improve services to these programs. Conducts analyses of the quality and performance of HHS health and human services programs.

Plans, directs, and monitors activities involved in conducting surveys of program populations. Activities include questionnaire design, sampling, field operations, and estimation. Conduct analyses of survey data, including analyses of case mix adjustment of survey estimates of satisfaction with plan and provider performance.

Designs, analyzes, implements, and interprets studies related to minority health and disparities. Research issues must be scientifically defined, objectives must be clearly delineated and planned, data collection must be carefully monitored, data must be expertly analyzed and reports must fully explain important findings and implications.

Develops and coordinates analyses of operational policy and program operations. On the basis of findings, prepares reports to recommend new or revised standards and criteria in order to improve operational efficiency.

Represents the organization at briefings and other meetings regarding the justification and approval of specific projects. Provides statistical/research information and justification on the operational aspects of specific plan-focused projects.

Interprets data tabulations and graphs; identifies critical factors such as data limitations, biases, sampling errors, and inconsistencies. Revises or develops new methods as necessary to ensure optimum research results with respect to data collection functions.

Provides support and assistance to HHS, and non-HHS components. Serves as liaison with representatives of the health care and human services industry to obtain expert input, and promote understanding of HHS program issues. Serves as a Contracting Officers Technical Representative (COTR) or Government Task Lead (GTL) for projects which utilize contractor support for design and implementation of services or applications needed to meet mandates.

Leads in the development of clearly written and concise issue papers and talking points for senior staff when needed.

Performs other duties as assigned directly related to this position.

III. FES FACTOR LEVELS

Factor 1 - Knowledge Required by Position -

FL 1-8, 1550 Points

Mastery knowledge of, and skill in applying, statistical, sociological, political science, and/or other social science theories, techniques, and methodologies to collect and evaluate beneficiary and other relevant information and data.

Mastery knowledge of health equity issues as they relate specifically to one of the following populations: racial and ethnic minorities, people living with disabilities, LGBT, rural communities, women or low income.

Mastery knowledge of disparities research methods and existing national, state and local programs and interventions to address health disparities.

Mastery knowledge of the application of a wide range of analytical, market research, and social marketing methods and techniques for the assessment and improvement of program efficiency and effectiveness or the improvement of complex processes or systems.

Mastery knowledge of the application of a wide range of qualitative and/or quantitative methods for the assessment and improvement of program effectiveness.

Comprehensive knowledge of CMS and HHS datasets and significant experience using large and complex data files to conduct research and analyze data.

Comprehensive knowledge of and skill in collecting, analyzing and interpreting data for small populations.

Ability to plan and coordinate aspects of large, complex surveys of HHS servicing populations, including comprehensive knowledge of questionnaire design, sampling, estimation and analysis, and reporting.

Comprehensive knowledge of populations served by CMS/HHS programs and the legislative process. Knowledge of the legislative process and CMS/HHS goals, objectives and policy as they relate to statutory requirements and legislative intent to ensure accurate and effective interpretation and implementation in health disparity populations and areas of assigned responsibility.

Skill in establishing and maintaining effective working relationships with individuals inside and outside of the government. Certification as a COR/GTL is required within a reasonable period after encumbering this position.

Skill in effectively communicating orally to advise management on assessments from studies.

Ability to communicate effectively in writing to prepare study reports, presentations, and correspondence.

Factor 2 - Supervisory Controls -**FL 2-4, 450 Points**

The incumbent works under the general supervision of the organization's program manager who provides broad policies and sets overall objectives. The analyst is responsible for planning and executing all phases of the work which includes determining the approach or methodology to be used in completing specific tasks. Makes independent decisions and recommendations within the scope of the employee's duties. Completed work is reviewed for compatibility with other program/functional areas, accomplishment of broad objectives, and conformance with Agency policy.

Factor 3 - Guidelines -**FL 3-4, 450 Points**

The guidelines available include applicable sections of Federal laws, implementing policies and regulations, Department, Agency, and organizational directives, statistical reports and various technical and administrative manuals. Since the program is subject to frequent change and involves interrelated programs, standards or established methods are often inapplicable. In such cases, the analyst must use judgment in interpreting and applying guidelines and must develop new or additional approaches or methods in order to attain required objectives.

Factor 4 - Complexity -**FL 4-5, 325 Points**

Assignments require the selection and adaptation of necessary survey, statistical and marketing research methods. The incumbent must identify the problems, techniques, methodologies; analyze and develop appropriate solutions to operational issues; and validate a variety of data which involve unusual circumstances and/or working with incomplete or conflicting data. The work involves numerous interrelationships and is complicated by conflicting program goals and initiatives and/or changes in legislative, policy, and regulatory guidelines. These factors create a need for ingenuity to devise new techniques and approaches to improve program operation efficiency and effectiveness.

Factor 5 - Scope and Effect -**FL 5-5, 325 Points**

The purpose of this position is to initiate, develop, plan and conduct research studies on key aspects of HHS services and performance. The incumbent is responsible for the validity of results and the soundness of value judgments, which is reflected in recommendations for the initiation or page modifications of operational policy and in the preliminary analysis and evaluation of proposed projects and studies. The adequacy and quality of solutions to

operating problems can significantly affect programs standards and criteria, as well as the payment of billions of dollars in program costs annually for HHS programs.

Factor 6 - Personal Contacts -

FL 6-3, 0 Points

Contacts are with a wide variety of individuals or groups both inside and outside the Agency, usually in an unstructured setting. Typical contacts would include HHS officials, contractors, and officials from other government agencies, beneficiaries, and congressional staff personnel.

Factor 7 - Purpose of Contacts -

FL 7D, 280 Points

The purpose of contacts is to justify, defend, negotiate or resolve matters involving significant or controversial program issues. The incumbent must influence managers and other officials with diverse goals and viewpoints to accept and implement findings and recommendations.

Factor 8 - Physical Demands -

FL 8-1, 5 Points

No unusual physical effort or environmental stress. Some travel may be required.

Factor 9 - Work Environment -

FL 9-1, 5 Points

Work is performed in a normal office environment.

TOTAL POINTS: 3390