The Oregon Department of Human Services (DHS) is about people. We help Oregonians be independent, healthy, and safe. We protect children who are abused or neglected. We provide treatment services to people whose lives are damaged by alcohol and drugs. We serve seniors, people with disabilities, and people with mental illness. We help low-income people along the road to self-sufficiency with health coverage, job preparation, childcare and other supports. Our services are delivered in the least restrictive setting and in partnership with communities. We are absolutely committed to ongoing innovation in the delivery of services, and we are committed to recruiting, developing and retaining dedicated employees.

The Department of Human Services employs over 7,500 people, in more than 100 locations around the state, and delivers services through and in coordination with many community partners.

**Mission:**

To help Oregonians in their own communities achieve wellbeing and independence through opportunities that protect, empower, respect choice and preserve dignity.

**THE COMMUNITY**

Salem, the state's capital city, is located in the center of the Willamette Valley -- one of the most fertile and agriculturally-productive regions in the world. This area, dotted with cities, farms and forests, is considered one of the most livable in the country -- offering a low cost-of-living, good schools and year-round pleasant weather. Salem is located less than one hour from Oregon's major metropolitan area, Portland, and is approximately an hour and a half from the Pacific Ocean, the Cascade Mountain Range, and beautiful Mt. Hood.

Opportunities abound in and around Salem. The Salem area has multiple colleges and universities and a richly embroidered tapestry of attractions, cultural arts, performing arts, museums, galleries, sporting events, outdoor recreation and historic locations. There are nearly seventy arts and cultural organizations that thrive in the Salem and surrounding communities. Some of the most well-known events in Salem are the Oregon State Fair, Salem Art Fair and Festival and the World Beat Festival.

Just east of Salem, you’ll find spectacular mountains with a myriad of lakes, rivers and streams, allowing for an abundance of recreational opportunities. You’re never far from a place to enjoy skiing, camping, fishing, white water rafting, snowmobiling or other outdoor activities.

To the west you’ll find the rugged, picturesque Oregon Coast. The coast offers lighthouses, viewpoints, bays, and beaches that dot the unspoiled, 400-mile shoreline. Visitors can experience the wonders of the ocean by exploring tide pools or joining whale watchers during the whales’ twice-yearly migration or view the sea life up close at the Oregon Coast Aquarium.

**THE POSITION**

The Chief Operating Officer (COO) is responsible for improving agency performance by leading the implementation of a management system that aligns the agency’s operations and program strategies with the agency’s process and outcome goals. The management system measures system performance through scorecards and dashboards aligned to agency goals and high-level key indicators. Key goals on the Department of Human Services Fundamentals Map include:

- People are safe and living as independently as possible;
- Equal access, service excellence, and equity for all;
- Strong Business partnerships;
- Strong Community Relationships;
- Effective, efficient, transparent, accountable operations;
- Highly qualified effective valued workforce, enterprise leadership.

The COO reports directly to the Director of the Department of Human Services and is a member of the Director’s Executive Team.

The Office of the COO coordinates DHS’s decision-making processes and DHS’s system of business reviews, portfolio of projects, and operational controls.

The COO oversees about 650 staff in DHS central business and program support operations, including many “shared services” functions that serve both DHS and the Oregon Health Authority (OHA).

The COO chairs the DHS Operations Executive Team, co-chairs the DHS/OHA Joint Operations Steering Committee, and serves on statewide operational leadership teams.

An invitation to apply for the position of Chief Operating Officer
**THE IDEAL CANDIDATE**

The ideal candidate will possess the following requested skills:

- Strong leadership skills, able to envision enhanced operational maturity and build the agency's capacity to achieve it. Ability to identify the challenges facing the agency and motivate and align those involved to resolve them.
- Demonstrated success implementing a management system that aligns activity to the organizational mission and maximizes the ability of employees to perform within a system of accountability.
- Demonstrated ability to implement efforts to measure and improve operational efficiency.
- Strong organizational development skills with ability and experience to effect operational fluency or planning.
- Motivated by helping some of our most disadvantaged Oregonians become safe, self-sufficient, and healthy.
- Strategic and system thinking capabilities, critical thinking skills, and strong analytic and project management acumen.
- Ability to create a sense of urgency while managing the disequilibrium created by a demand for change to achieve a productive outcome.
- Strong interpersonal, influencing and written/verbal communications skills. Ability to coach executives and managers to help them align operations to achieve programs goals.
- Pragmatic problem solver, forward thinker with independence of thought.
- Ability to establish productive working relationships across a wide range of stakeholders and to create a strong network among peers, internal partners, external constituencies and decision makers.
- Ability to promote a culture of collaboration and teamwork across organizational boundaries; willing to break down functional silos to optimize business results and to facilitate the overall success of service delivery.
- High emotional IQ - ability to recognize his or her own emotions and those of others and to help the organization incorporate them productively.
- Ability to challenge and develop staff - to challenge and coach employees to increase their skills and ability to serve.

**COMPENSATION AND BENEFITS**

- $101,952 to $150,276 Annually, DOQ
- Public Employees Retirement System (PERS)
- 457(b) deferred compensation plan
- Medical /Dental/Vision Insurance
- Long-Term Disability and Life Insurance
- Section 125 Disability and Life Insurance
- Section 125 Flexible Spending Account
- Employee Assistance Program
- Vacation Leave & Sick Leave
- Holiday Leave
- Bereavement Leave
- Please view the official job announcement for a complete list of benefits.

**EXPERIENCE REQUIREMENTS**

Ten years of management experience in a public or private organization which included responsibility for each of the following:

a) development of program rules and policies,
b) development of long- and short-range goals and plans,
c) program evaluation and
d) budget preparation.

**HOW TO APPLY**

All qualified candidates are strongly encouraged to apply. To apply, please review the official job announcement and complete the online application process. This posting will remain open until filled with the first review of applications beginning on 07/31/2015.

DHS has a commitment to diversity, multiculturalism, and community and actively engages in recruiting and retaining a diverse workforce that includes members of historically underrepresented groups. The State of Oregon is committed to affirmative action, equal employment opportunity, culturally competent services and workplace diversity.