

## California Health and Human Services Agency

Position Title: Director of Innovation Office

### **Department Information**

The California Health and Human Services Agency (CHHS) Departments and offices provide or oversee the provision of health care, mental health, public health, alcohol and drug treatment, income assistance, and social services in California. Please see this [article](#) for some of our recent accomplishments and efforts to improve services for Californians.

### **Job Description and Duties**

The Director will be responsible for coordinating and refining the strategy, infrastructure and culture to promote and facilitate innovation throughout CHHS. The Director will help staff at all levels, and will be expected to understand, develop and expand the innovation culture to improve and enhance the delivery of programs and services. The Innovation Office will assist in problem-solving, help develop staff skillsets, and provide expertise to CHHS Departments. The Director will work collaboratively with the CHHS Governance Council and Governance Subcommittees to recommend, inform and coordinate departmental activities and work products. Core activities include:

- (1) Recruit and fill positions to expand the existing innovation efforts. Form an action-oriented dynamic, nimble, and creative team that embraces complex challenges and is focused on problem solving. Facilitate a non-hierarchical and iterative culture.
- (2) Serve as a senior advisor to the CHHS leadership—originating and leading major initiatives, identifying and resolving key issues, and functioning as an internal change agent supporting the cause of innovation at CHHS.
- (3) Collaborate CHHS-wide to enhance the value proposition of the Innovation Office and produce well-integrated programs and services. Cultivate an innovation ecosystem by leading internal and external teams to develop ideas and potential solutions, while rapidly converting ideas into working prototypes. Foster collaboration, partnerships, and the sharing of information and expertise between and within Departments on user-centered development and experimentation. Compile and share lessons learned and best practices, while scaling models and processes that are effective and efficient.
- (4) Develop and articulate a vision for the Innovation Office that contributes to CHHS Departments' missions. Identify opportunities to maximize mission impact across the CHHS' Departments and drive alignment with the organization's strategic objectives. Build and bridge internal and external partnerships that will foster and sustain a culture of innovation to improve the delivery of programs and services. Develop and sustain partnerships with civic innovation groups to elicit and test user needs, leverage external skillsets, and collaboratively solve public problems. Connect CHHS Departments and staff with these groups to provide opportunities for growth, engagement, and sustainment.
- (5) Develop and sustain a physical and virtual space that will allow staff and Departments to generate ideas, prototype solutions, and build new skillsets. Develop, manage, and evangelize curriculum and tools that will allow staff to cross train and develop skills in user-centered design and agile procurement, among other innovation models or processes. Create and cultivate a network of staff across CHHS who will build and expand on innovative efforts within their Departments, but who also can be called on to provide advice and recommendations on future efforts.
- (6) Foster and contribute to cross-departmental strategic data initiatives. Develop partnerships, frameworks, and processes to support the CHHS data management vision, in alignment with the

CHHS Information Strategic Plan. Create an environment across Departments to foster data sharing, collaboration, and the delivery of data products and services that meet user needs. Champion the development of data-driven management practices across Departments. Support the adoption of contemporary data management practices, open data and application programming interfaces (APIs), and industry and national standards.

- (7) Explore and foster opportunities for cross-industry collaboration and meaningful partnerships to further the cause of innovation throughout CHHS.

Additionally, the ideal candidate will exhibit the following characteristics:

- Engaged leader. You are equally at ease presenting to Directors and senior managers as you are whiteboarding with developers. You work across organizational and sectoral boundaries to build partnerships and ecosystems. You are able to clear barriers, and empowering and supporting staff at all levels. You are a skilled strategist who can dive deep to understand the details.
- Force multiplier. You inspire people to work together for a common cause. You impart knowledge with humility and create capacity for change. You're able to feed and sustain team energy and enthusiasm over time while maintaining an accelerated tempo.
- Innovative technologist. You know how to leverage technology to enable new business models and transform service delivery. You can speak credibly and effectively to technical audiences, though you're able to take the complex and make it simple. You have experience implementing digital transformation strategies, enterprise data management strategies, and/or agile development methods at scale.
- Bold thinker. You have a transformative vision, which you engage others in to help shape and drive. You embrace change, because you can see the risk inherent in the status quo, and demonstrate strong organizational change management skills.
- Obsessed with users. You are passionate about helping teams deliver user-centric products and services. You build with people, rather than for them, leveraging data and real user experiences as guides.
- Life-long learner. You recognize that a learning organization starts with you. You are naturally curious and prefer asking questions to making assumptions. You value mistakes big and small for the opportunity they offer to learn more about what works and what doesn't.
- Gets things done. You have a track record of driving digital adoption and improving service delivery in large, complex organizations. You roll up your sleeves and work alongside your team. While you think long-term, your bias for action ensures you gain traction quickly.

If interested in this opportunity, please email your resume to Michael Wilkening ([michael.wilkening@chhs.ca.gov](mailto:michael.wilkening@chhs.ca.gov)) and Sonia Herrera ([sonia.herrera@chhs.ca.gov](mailto:sonia.herrera@chhs.ca.gov)) by November 30, 2017.