

**CHIEF EFFECTIVENESS OFFICER (ACS)**

**Duties and Responsibilities**

This is a management class of positions. Under executive direction, with the widest latitude for the exercise of independent initiative and judgment, provides advice and recommendations on matters of significant consequences to the agency.

**Examples of Typical Tasks**

Address systemic governance and management issues across the Child Welfare, Early Care and Juvenile Justice continuum to ensure that agency policies are meeting the well-being of children, youth and families in care.

Lead the agency's efforts to elevate, integrate and institutionalize responsibility for key management functions and business process innovations, with the expectation of transforming ACS into a model of organizational excellence.

Work collaboratively with the Commissioner and Senior Leadership Team, providing strategic and operational guidance to determine agency priorities and coordinating timely completion of high-profile projects by adopting agency-wide standard operating procedures and directing procedural changes.

Provide leadership and coordinate, plan and guide multiple projects simultaneously.

Introduce, expand and adopt agency-wide Standard Operating Procedures including contract management practices.

Form a coalition of Divisional Operating Officers and Directors and develop and oversee an organizational effectiveness office and act as a bridge between Program and Support.

Streamline business operations and identifies and reduce unnecessary steps in processes, to eliminate inefficiencies, waste, redundancies and errors, to improve performance.

**CHIEF EFFECTIVENESS OFFICER (ACS)** (continued)

**Examples of Typical Tasks** (continued)

Oversee operations research and analysis, staffing analyses and overtime reviews.

Develop an email and communication protocol and perform other related duties.

Ensure that program area is sufficiently staffed, equipped, trained and capable of carrying out mandated responsibilities.

Guide the development and implementation of technology to document information and produce management reports.

Evaluate direct reports and subordinate managers to assess their performance and the component operations they manage.

**Qualification Requirements**

1. Bachelor's degree from an accredited college and 4 years of satisfactory experience of a nature to qualify for the duties and responsibilities of the position, at least 18 months of which must have been in an administrative, managerial, consultative or executive capacity or supervising personnel performing activities related to the duties of the position; or
2. A combination of education and/or experience equivalent to "1" above. However, all candidates must have the 18 months of administrative, managerial, executive, consultative or supervisory experience described in "1" above.

**Direct Lines of Promotion**

**None.** This class of positions is in the Non-Competitive Class.