



Washington State  
Department of Social  
& Health Services

*Transforming lives*

# Assistant Secretary

## *Developmental Disabilities Administration*



- The Assistant Secretary of the Developmental Disabilities Administration is a highly valued member of the Department of Social and Health Services executive cabinet and leads an administration that serves people with intellectual and developmental disabilities.

**SALARY RANGE**

\$150,000 – \$160,000 annually



# Department of Social and Health Services

Our Mission is "Transforming Lives"

The **Department of Social and Health Services** celebrated its Golden Anniversary in 2020, marking 50 years as Washington's largest state agency. DSHS employs over 16,000 people, has a biennial operating budget of \$13.9 billion and provides critical services to nearly one in three Washingtonians. DSHS contracts with over 80,000 local government, private and nonprofit contractors to deliver these services, and operates over 140 field offices and 12 state-run facilities throughout Washington.

DSHS provides and coordinates crucial services for individuals and families who are most in need of help weathering life's storms. Statewide, DSHS administers programs such as food and cash assistance, long-term care, services for people with intellectual and developmental disabilities, and behavioral health treatment for people in state-operated psychiatric hospitals as well as those who are criminally justice-involved and waiting to receive competency evaluation and restoration services. DSHS serves nearly 30% of all Washington households, and nearly one-third of all services are delivered to children.



## OUR VALUES ARE:

**Honesty and Integrity:** Leadership and service require a clear moral compass.

**Pursuit of Excellence:** It is not enough to get the job done, we must always challenge ourselves to do it better.

**Open Communication:** Excellence requires teamwork and a strong team is seen, heard and feels free to contribute.

**Diversity and Inclusion:** Only by including all perspectives are we at our best and only through cultural competency can we optimally serve our clients.

**Commitment to Service:** Our challenges will always exceed our financial resources, our commitment to service must see us through.



## OUR AGENCY IS GUIDED BY SIX STRATEGIC PRIORITIES

*Each priority is a critical pillar to transforming lives.*

DSHS works with individuals of all cultures, abilities and identities. We believe each person we serve deserves to feel welcomed and accepted when accessing our services. Our agency is organized into five direct service administrations and two support areas:

- Aging and Long-Term Support Administration
- Behavioral Health Administration
- Developmental Disabilities Administration
- Division of Vocational Rehabilitation
- Economic Services Administration
- Facilities, Finance and Analytics Administration
- Office of the Secretary

# Guide to our administrations.

(showing size and scope of work)

As a department we are tied together by a single mission: *to transform lives.*

Each administration within DSHS has a refined focus on this mission.

NUMBER OF DSHS STAFF

**16,000+**

NUMBER OF DSHS CLIENTS

**1,826,015**

## FACILITIES, FINANCE AND ANALYTICS

STAFF  
**961**

## BEHAVIORAL HEALTH ADMINISTRATION

STAFF CLIENTS  
**4,219 2,891**

## DIVISION OF VOCATIONAL REHABILITATION

STAFF CLIENTS  
**319 20,665**

## ECONOMIC SERVICES ADMINISTRATION

STAFF CLIENTS  
**3,941 1,746,741**

## DEVELOPMENTAL DISABILITIES ADMINISTRATION

STAFF CLIENTS  
**4,052 64,130**

## AGING AND LONG-TERM SUPPORT ADMINISTRATION

STAFF CLIENTS  
**2,329 92,643**

## OFFICE OF THE SECRETARY

STAFF  
**455**

### DEVELOPMENTAL DISABILITIES ADMINISTRATION

Supports people with intellectual and/or developmental disabilities and their families to get services and supports based on need and choice.

### FACILITIES, FINANCE AND ANALYTICS

Provides the necessary stewardship of the department's physical, financial and intellectual resources by safeguarding the resources needed to care for and support our clients.

### BEHAVIORAL HEALTH ADMINISTRATION

Supports sustainable recovery, independence and wellness through funding and delivering effective prevention, intervention and treatment services for youth and adults with mental health conditions and their families.

### DIVISION OF VOCATIONAL REHABILITATION

Provides unemployment services and counseling to individuals with disabilities who want to work but experience barriers due to physical, sensory and/or mental disability.

### ECONOMIC SERVICES ADMINISTRATION

Works to build a Washington without poverty and injustice by helping children, adults, and families weather the storms of life so they can reach their full potential through various programs. A national leader in providing poverty reduction services to nearly 1.8 million people in our state. We provide tools and resources to build well-being including cash grants, food and medical assistance, employment-focused services, refugee assistance, disability determinations and child support collection.

### AGING AND LONG-TERM SUPPORT ADMINISTRATION

Supports seniors and people with disabilities living with good health, independence, dignity, and control over decisions that affect their lives.

### OFFICE OF THE SECRETARY

Supports the success of all programs within the agency through technology services, human resources, equity, diversity, and inclusion, Indian policy, communications, innovation and strategy, public records requests and many more critical central services.

## We stand as an anti-racist agency.

At DSHS, it is our social responsibility to dismantle structural racism wherever it presents itself in our work, for staff and clients.

Our staff have already propelled the agency's equity, diversity and inclusion efforts in motion. We build on this work through a three-year anti-racism action plan that will shape our budget, leadership diversity, training and culture.



## DEVELOPMENTAL DISABILITIES ADMINISTRATION

As a national leader, DSHS/DDA provides case management, residential, employment and day services and other supports to clients with developmental and intellectual disabilities. Approximately 12,000 of these individuals do not receive a paid service. This continuum of services consists of safe, high-quality home, and community and facility-based residential supports. Statewide, more than 36,000 clients receive supports or a paid service from DSHS/DDA, which has 27 local offices, four state-operated residential habilitation centers and 10 state-operated living alternative programs, or SOLAs. Eligibility staff determine if a person meets the state definition of having a developmental disability, and case managers assess service needs and authorize supports. DSHS/DDA field staff develop resources and monitor providers.

BIENNIAL (TWO-YEAR) BUDGET

**\$3.7 Billion**

TOTAL EMPLOYEES

**4,000+**

### Major services provided

- Case resource managers coordinate, authorize, monitor and evaluate the effectiveness of services available to address an individual's identified health and welfare needs.
- DSHS/DDA has five Home and Community-based Services waivers that, through a combination of federal and state funding, offer specific services to meet the health and welfare needs of individuals in the community rather than in an institution.
- Employment and community access services that lead to increased independence.
- Residential Habilitation Centers are state-operated residential facilities that provide 24-hour support and habilitation training. An RHC may be certified as an intermediate care facility for individuals with intellectual disabilities, licensed as a nursing facility or both. The four RHCs in Washington serve approximately 589 clients.
- Community residential services that provide clients with community-based residential support options, including supported living services (including SOLAs) in generic housing leased by clients. Other community residential options include adult family homes, companion homes and alternative living services. Community residential support ranges from a few hours a week to 24 hours a day.
- Community First Choice is a Medicaid-covered program that provides in-home and residential supports for assistance with bathing, housekeeping, meal preparation, medication management, assistive technology, essential shopping, transportation and other services that increase independence. The program offers back-up systems to ensure continuity of services and support, including personal emergency response systems and relief care.



## WASHINGTON THE EVERGREEN STATE

Washington state consistently ranks among the best states to live in the nation. Nestled in the upper left-hand corner of the Pacific Northwest, our region offers a multitude of year-round indoor and outdoor activities. We have lakes, rivers, the Pacific Ocean, ancient forests, majestic mountains and rolling prairies that are home to some of the best geology, geography and agriculture in the world. We have opportunities for boating, fishing, clamming, hiking, camping, crabbing and winter sports, and are home to world-class amateur and professional sports teams, including the newest National Hockey League franchise.

Washington residents also enjoy a broad spectrum of cultural activities, including several symphony orchestras, theatres, art and history museums as well as rich and renowned dining experiences. Summers are cool, winters are temperate and the state has no income tax.

The Department of Social and Health Services is headquartered in the state capital of **Olympia, Washington**, which boasts engaged, educated community members and a school system that consistently earns high marks. Its downtown features eclectic dining and shopping while the west side hosts the region's large shopping centers and auto malls. The city and surrounding Thurston County have dozens of public parks and trails, rich with the history of the area's native tribes. The city is located strategically on the Interstate 5 corridor, putting it two hours or less from the amenities of major cities Seattle to the north and Portland to the south, and outdoor recreation from the Pacific Coast to the Cascades.



## ▣ THE ASSISTANT SECRETARY OPPORTUNITY

As part of a future-focused agency comprised of people serving people, we are caring, anti-racist, person-centered and innovative. The Assistant Secretary of the Developmental Disabilities Administration is a highly valued member of the Secretary's executive cabinet and leads an administration that serves people with intellectual and developmental disabilities. Joining the executive leadership team of the Department of Social and Health Services, this person will be a strategic leader at the macro and micro levels to advance developmental disabilities issues toward solutions while fostering cultural and organizational change.

Directly reporting to the Secretary of the Department of Social and Health Services, the Assistant Secretary leads initiatives using innovation, compelling communication and collaboration internally and externally to identify how we can advance the delivery of social services for Washingtonians.



## ▣ KNOWLEDGE, SKILLS AND ABILITIES NEEDED TO BE SUCCESSFUL

- Social justice work
- Client advocacy
- Policy development
- Working with local and government officials
- Labor management
- Budget and finance
- Strategic planning
- Legislative experience
- Stakeholder work
- Regulatory compliance

## ▣ PRIMARY PRIORITIES

- Maintain and develop a long-range course of action connected to our purpose to ensure successful realization of the Developmental Disabilities Administration's vision to support people with intellectual and/or developmental disabilities and their families to get services and supports based on need and choice.
- Cultivate commitment to fundamental strategic and cultural change throughout DDA to align with DSHS' vision that people are healthy, people are safe, people have support and taxpayer resources are guarded.
- Ensure quality service for Washingtonians with developmental and intellectual disabilities to continue advancing in best practices in the administration.
- Ensure policies, procedures and internal controls comply with appropriate laws, regulations and guidelines.
- Operate within the administration's legislatively authorized appropriation.
- Create an inclusive environment in which services are designed to ensure client and stakeholder satisfaction, including effectively considering the varying perspectives such as facility and/or community-based structures in all business activities.
- Advance public policies of Washington's programs for individuals with intellectual and developmental disabilities that promote self-worth, respect and dignity, and ensure each individual is recognized as a contributing member of the community.
- Lead and maintain an engaged workforce that is a well-trained, diverse and qualified.
- Participate in the Secretary's Executive Cabinet, serving as a subject matter expert regarding DDA and the DSHS enterprise.



## COMPETENCIES NEEDED TO BE SUCCESSFUL

### **Authenticity**

Gaining other people's trust by demonstrating openness and honesty, behaving consistently and acting in accordance with moral, ethical, professional and organizational guidelines.

### **Building Customer Relationships**

Ensuring that the customer's internal or external needs are met; building productive relationships with customers; taking accountability for customer satisfaction and loyalty; using appropriate interpersonal techniques to prevent and resolve escalated customer complaints and regain customer confidence.

### **Strategic Influence**

Creating and executing influence strategies that gain commitment to one's ideas and persuade key stakeholders to take action that will advance shared interests and business goals.

### **Optimizing Diversity**

Establishing and supporting organizational systems, policies and practices that reduce barriers and leverage the capabilities and insights of individuals with diverse backgrounds, cultures, styles, abilities and motivation.

### **Energizing the Organization**

Motivating increased employee effort by communicating a compelling view of the organization's purpose and its future state in a way that helps others understand the importance of their contributions and feel how outcomes will be different when they achieve progress.

### **Establishing Strategic Direction**

Establishing and committing to a long-term business direction based on an analysis of systemic information and consideration of resources, market drivers, organizational values and emerging economic, technological and regulatory conditions.

### **Customer Focus**

Ensuring that the internal or external customer's perspective is a driving force behind strategic priorities, business decisions, organizational processes and individual activities; crafting and implementing service practices that meet customers' and own organization's needs; promoting and ensuring customer service as a value.

### **Cultivating Networks and Partnerships**

Initiating and maintaining strategic relationships with stakeholders and potential partners inside and outside the organization (e.g., customers, peers, cross-functional partners, external vendors, alliance partners) who are willing and able to provide the information, ideas, expertise and/or influence needed to advance understanding of business issues and achieve business goals.

### **Emotional Intelligence Essentials**

Establishing and sustaining trusting relationships by accurately perceiving and interpreting own and others' emotions and behavior; leveraging insights to effectively manage own responses so that one's behavior matches one's values and delivers intended results.

### **Leading Change**

Driving organizational and cultural changes needed to achieve strategic objectives; catalyzing new approaches to improve results by transforming organizational culture, systems or products/services; helping others overcome resistance to change.

### **Compelling Communication**

Clearly and succinctly conveying information and ideas to a diverse range of individuals and groups, including members of the Legislature, advocacy groups and stakeholders, and communicating in a focused and compelling way that captures and holds others' attention.



## □ EDUCATION AND EXPERIENCE

- A bachelor's degree in social work, human services, business administration, public administration, health care administration, finance or a related field.
- Seven years working in support of individuals with developmental and intellectual disabilities in a local, state or federal government.
- Executive-level experience with policy, strategic planning, labor relations, legislative relations and social justice.
- Knowledge of and experience in the authorizing of government and legislative processes, and how to navigate that environment to achieve agency goals and objectives.
- Demonstrated experience in effective team management, results-driven leadership, quality assurance, bargaining, excellent communication and ability to solve problems.
- An understanding of public policy issues and interests that impact social service.
- The ability to build and maintain relationships with constituent groups and legislators.
- Demonstrated success in working collaboratively with labor union partners.

## □ COMPENSATION AND BENEFITS

The annual salary range for the Assistant Secretary is \$150,000 to \$160,000. In addition, the Department of Social and Health Services offers a generous Executive Management **benefit package** that includes:

- **Retirement and Deferred Compensation** – We help you prepare for life after your career by offering an excellent **retirement plan**, which includes employer contributions. In addition, you may participate in the **Deferred Compensation Program** for a tax-deferred retirement investment.
- **Medical, Dental and Vision Insurance** – You and your family can choose from several **medical and dental plans**. The state's employee premiums make high-quality medical coverage affordable, and the state pays 100% of employees' dental premiums.
- **Life and Long-term Disability Insurance** – Basic life and long-term disability insurance at no cost to you, with the option to purchase additional supplemental insurance coverage with very low premiums.
- **Annual Leave** – 14-25 days of vacation per year.
- **Holidays** – 11 paid holidays.
- **Sick Leave** – 12 days per year.
- **Relocation Assistance**

## □ APPLICATION AND PROCESS

For the Assistant Secretary, we would like to extend an offer of employment by April 30, 2021. The start date is negotiable.

Applicant material received by March 15 will be given guaranteed consideration. Applicants deemed to have the most relevant demonstrated experience will be contacted for further interview and selection.

To be considered, please submit a resume and cover letter addressing your interest and the knowledge, skills and abilities noted in this profile to Lindsey White at [Lindsey.White@dshs.wa.gov](mailto:Lindsey.White@dshs.wa.gov) or apply directly to: [www.careers.wa.gov](http://www.careers.wa.gov) #2021-00823.

### For additional information or questions contact

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