Washington State
Department of Social
& Health Services

Transforming lives

Assistant Secretary

Economic Services Administration

The Assistant Secretary of Economic Services Administration is a highly valued member of the Department of Social and Health Services executive cabinet and leads an administration that empowers individuals and families to thrive through a variety of services and assistance.

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 15,000 people, has a biennial operating budget of $16.7 billion and provides critical services for nearly 2 million 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 mental health treatment for people in state-operated psychiatric hospitals as well as those with criminal justice involvement 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
15,000+

NUMBER OF DSHS CLIENTS
1,970,000

BEHAVIORAL HEALTH ADMINISTRATION
STAFF 3,837 CLIENTS 2,259

DIVISION OF VOCATIONAL REHABILITATION
STAFF 309 CLIENTS 19,250

ECONOMIC SERVICES ADMINISTRATION
STAFF 3,722 CLIENTS 1,880,000

DEVELOPMENTAL DISABILITIES ADMINISTRATION
STAFF 3,737 CLIENTS 63,483

AGING AND LONG-TERM SUPPORT ADMINISTRATION
STAFF 2,249 CLIENTS 93,381

OFFICE OF THE SECRETARY
STAFF 457

FACILITIES, FINANCE AND ANALYTICS
STAFF 925

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 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.

DSHS has embraced our responsibility to eliminate systemic racism and dismantle structural racism in our work and relationships with colleagues, customers and clients. In collaboration with the Governor's Office of Equity, we are currently leading targeted initiatives that are already increasing the awareness, courage and accountability of colleagues, clients and customers to make necessary transformational changes and improvements.

The DSHS vision, mission, values and strategic plan frame our committed progress towards becoming an anti-racist, equitable and transformational agency. We are intentionally focused on a current three-year action plan using the equity tools of *Truth, Social Justice and Dismantling Racism* to reshape our budget, leadership diversity, professional development, training, certifications, communications, service delivery, administrative processes and culture.

We are actively striving to upgrade our policies, procedures, processes, programs and services to break down barriers and advance equity and access. We are centering community voice by respecting and promoting human rights, access, equity, diversity and inclusion. The voices of colleagues and constituents are included in policies, programs and services decision-making to improve opportunities and outcomes.

ECONOMIC SERVICES ADMINISTRATION

The Economic Services Administration is a national leader in providing poverty-reduction services. We envision a Washington without poverty and injustice and are working toward a unifying goal to reduce poverty in the state by 50% by 2025 in a way that eliminates disparities by helping children, adults and families weather the storms of life through the support of our various programs. With roughly 60 offices statewide, DSHS/ESA helps low-income people meet their basic needs and achieve economic independence through cash grants, food and medical assistance, employment-focused services, refugee assistance, disability determinations and child support collection.

Nearly one of every four Washington residents turns to ESA for assistance from close to 3,800 dedicated ESA employees who help diverse individuals and families across Washington state meet their foundational needs.

MISSION:

We transform lives by connecting children, adults, and families to the resources and opportunities that help them reach their full potential.

VISION:

A Washington without poverty and injustice.

VALUES:

Innovation
Collaboration
Respect
Accountability
Services
Integrity
Communication

Major services provided

- The **Community Services Division** helps people meet their foundational needs by providing cash, food and access to medical assistance to low-income individuals and families. CSD provides case management, barrier removal and employment and training activities designed to help individuals and families move off public assistance and back into the workforce.
- The **Division of Child Support** helps people establish paternity; creates, enforces, establishes and modifies child support orders; provides medical support enforcement; and collects and disburses payments. DCS collaborates with government and community partners to remove barriers to help all family members.
- **Disability Determination Services** disability specialists, staff physicians and psychologists, using Social Security regulations, determine the eligibility of applicants for three disability programs:
  - Social Security Disability Insurance.
  - Supplemental Security Income.
  - Non-Grant Medical Assistance.

Three other divisions – **Division of Finance and Financial Resources**, **Division of Program Integrity** and **Information Technology Solutions** – fulfill key roles in ESA's daily functions:

- DFFR provides out-of-the-box financial solutions for ESA through budget stewardship to ensure public trust with the people we serve.
- DPI partners with stakeholders to ensure quality services and accurate outcomes with a goal of achieving the highest accuracy and most effective operations in the nation.
- ITS provides and supports the technical solutions that enable ESA's poverty reduction goals and objectives. ITS manages the ACES system that facilitates the issuance of cash, food and other benefits.

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 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 Economic Services Administration is a highly valued member of the Secretary's executive cabinet and leads an administration that helps people meet basic needs and achieve economic independence. Joining the executive leadership team of the Department of Social and Health Services, this person will be a strategic leader to reduce poverty in a way that eliminates disparity 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 provide resources that support the social and economic services for Washingtonians.

BIENNIAL (TWO-YEAR) BUDGET
$2.8 Billion

TOTAL EMPLOYEES
3,700+

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 agency's purpose to ensure successful realization of the administration's vision and goal to reduce poverty and increase economic security.
- Cultivate commitment to fundamental strategic and cultural change throughout ESA to align with DSHS's vision that people are healthy, people are safe, people have support and taxpayer resources are guarded.
- Ensure quality service for Washingtonians 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.
- Foster an inclusive environment in which services are designed to ensure customer and stakeholder satisfaction, including effectively considering varying perspectives.
- Advance public policies and practice issues related to public assistance programs and services.
- Enhance organizational talent by leading and maintaining an engaged workforce that is a well-trained, diverse and qualified.
- Commit to advancing efforts that support anti-racism, equity, diversity, access and inclusion.
- Participate in the Secretary's Executive Cabinet, serving as a subject matter expert regarding ESA and the DSHS enterprise.

COMPETENCIES NEEDED TO BE SUCCESSFUL

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

Business Savvy
Demonstrates a keen understanding of basic business operations and the organizational levers (systems, processes, departments, functions) that drive profitable growth; draws from personal experience to quickly evaluate business plans and processes to identify data or recommendations that need further investigation.

Coaching and Developing Others
Provides feedback, instruction and development guidance to help others excel in their current or future job responsibilities; plans and supports the development of individual skills and abilities.

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

Courage
Proactively confronts difficult issues; makes valiant choices and takes bold action in the face of opposition or fear.

Cultivating Networks and Partnerships
Initiates and maintains 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.

Customer Focus
Ensures the internal or external customer's perspective is a driving force behind strategic priorities, business decisions, organizational processes and individual activities; crafts and implements service practices that meet customers' and own organization's needs; promotes and ensures customer service as a value.

Driving Innovation
Creates an environment (culture) that inspires people to generate novel solutions with measurable value for existing and potential customers (internal or external); encourages experimentation with new ways to solve work problems and seize opportunities that result in unique and differentiated solutions.

Emotional Intelligence Essentials
Establishes and sustains trusting relationships by accurately perceiving and interpreting own and others' emotions and behavior; leverages insights to effectively manage own responses so that one's behavior matches one's values and delivers intended results.

Energizing the Organization
Motivates 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 see how outcomes will be different when they achieve progress.

Establishing Strategic Direction
Establishes and commits 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.

Executive Presence
Demonstrates a poised, credible and confident demeanor that reassures others and commands respect; conveys an image that is consistent with the organization's vision and values.

Optimizing Diversity
Establishes and supports organizational systems, policies and practices that reduce barriers and leverage the capabilities and insights of individuals with diverse backgrounds, cultures, styles, abilities and motivation.

Sharing Responsibility (Delegating)
Shares authority and responsibilities with others to move decision making and accountability downward through the organization to stretch individual capabilities while accomplishing the business unit's strategic priorities.

Strategic Influence
Creates and executes influence strategies that gain commitment to one's ideas and persuade key stakeholders to take action that will advance shared interests and business goals.

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 reducing poverty 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 tribal governments, constituent groups, and legislatures.
- The ability to work 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**

For additional information or questions contact

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APPLICATION AND PROCESS

We would like to hire for the Assistant Secretary no later than June 2022 and as early as May 2022.

Applicant material received by Mar. 14, 2022 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 or apply directly to:
www.careers.wa.gov
#2022-02252.

Per Governor Inslee's Proclamation 21-14 (Download PDF reader) state employees must be fully vaccinated. Your vaccine status will be verified. Please note medical or religious accommodation may be available, once an offer of employment is made.