

Process Improvement Coordinator

Nebraska Department of Health and Human Services

Do you have management, operational or process improvement experience, have interest in programs like Lean Six Sigma and aspire to make a difference? **The Nebraska Department of Health and Human Services (DHHS) is looking for Process Improvement Coordinators to join our Human Resources and Operational Excellence team and lead improvement of agency processes, using Lean Six Sigma ideas, to create a strong and healthy improvement focused culture.** DHHS contributes to the lives and health of Nebraskans every day in a variety of ways and settings. Our mission, “helping people live better lives,” provides the motivation to make a difference. The Process Improvement Coordinators will play an important role in furthering this mission by serving as a catalyst for change within the agency by directing, collaborating and influencing others while working with Process Owners and IT resources to make data available for process improvement activity.

The Process Improvement Coordinators will be responsible to prioritize multiple projects, identify opportunities and make recommendations to the agency sponsor, follow the State approved DMAIC/Kaizen event check list, calculate ROI and ensure all other Lean Six Sigma project documentation is completed.

- Facilitate process improvement activities within the agency including DMAIC projects and Kaizen Events.
- Coach, train, and mentor yellow belts (area supervisors/managers) to better understand how to properly use Lean Six Sigma methodologies during morning huddles including QDIP boards, Kanban Swim lanes, Control Charts, Pareto Charts, and action plans utilizing Plan Do Check Act (PDCA) and Fishbone Diagrams.
- Coordinate and collaborate with other agency leaders to ensure Lean Six Sigma training programs are set up on a regular and consistent basis according to the agency's strategy.
- Informally mentor all agency employees (white belts) on Lean Six Sigma ideas in order to create a strong healthy improvement focused culture.

Qualifications: Bachelor's degree in business administration, organizational development, leadership, social and behavioral science, communication, or related fields and at least three years of experience in management, operational, or process improvement.

Master's degree in business administration or management, organizational development, leadership, social science or communication, certification in Lean Six Sigma, Lean, or Six Sigma and five to seven years operational, process improvement, or managerial experience is preferred.

Skills essential to this position include: strong interpersonal, conflict management, communication and collaboration. Knowledge of: Lean Six Sigma methodologies, ROI calculations, DMAIC Tools, Microsoft Word, Excel and Visio. Ability to: Prioritize, communicate with all levels of employees, multi-task, instruct/mentor staff and counsel employee problems.

If you are interested in joining our team and have a desire to fulfill the DHHS mission of “helping people live better lives,” please visit our Career Center at <http://StateJobs.Nebraska.Gov> for more information and to submit your application. To access the job posting directly, please visit: <http://bit.ly/2wEmM8E>.