

**State of Tennessee, Department of Human Services  
Director of Claims Management and Investigations**

The Tennessee Department of Human Services (TDHS) is responsible for administering numerous programs and services to nearly 2 million Tennesseans, including but not limited to, Families First, the state's Temporary Assistance for Needy Families (TANF) program, Supplemental Nutrition Assistance Program (SNAP, formerly known as the Food Stamp program), Child Support, Child Care Licensing and Assistance, Adult Protective Services, and Rehabilitation Services. TDHS has nearly 20 funding streams and operates a budget over \$3 billion.

Under the direct supervision of the Inspector General, the Director of Claims Management and Investigations oversees and directs the Department's efforts related to the detection, deterrence and prevention of fraud, waste and abuse. The Claims Management and Investigations unit conducts investigations for the department including, but not limited to: SNAP and TANF benefit overpayments (or claims) as well as fraud and employee investigations. The Claims Management and Investigations unit is comprised of more than 60 staff members, including District Investigators, Special Investigators, and Investigative Specialists stationed across Tennessee.

**Principle Duties and Responsibilities**

- Provides day to day oversight of the Claims Management and Investigations unit including conducting monthly meetings with direct reports, creating professional development plans for staff and providing training opportunities.
- Provides leadership to and is accountable for the performance and direction of the unit through multiple layers of management and senior level professional staff.
- Oversees the DHS claims process (benefit overpayments) for the Supplemental Nutrition Assistance Program (SNAP) and the Temporary Assistance for Needy Families (TANF) program.
- Directs, supervises, monitors and conducts investigations involving fraud, employee misconduct and other matters of interest to the department.
- Coordinates and assists when needed with federal and state law enforcement on investigations and prosecution of criminal activities.
- Analyzes and creates strategies for overall Claims Management and Investigations improvement.
- Directs the development, modification, and enforcement of policy and procedure for operations, functions and services of the DHS Claims Management and Investigations unit.
- Plans, organizes and directs all DHS Claims Management and Investigations unit operations, functions, activities, and services.
- Directs the preparation of and/or prepares administrative reports.

**Knowledge, Skills and Abilities**

- A commitment to the mission of the organization.
- Expert analytical thinking, problem-solving and organization skills.
- Ability to multi-task, shifting back and forth effectively among multiple activities.

- Strong management skills with the ability to coach and mentor a team with diverse levels of expertise and those in offsite locations.
- Keen analytical skills that support tactical and strategic decision making.
- Strong written, oral, interpersonal and presentation skills and the ability to effectively communicate information to all stakeholders including superiors, team members, external partners and other appropriate staff in a timely, accurate and courteous manner.
- Ability to use investigative techniques and methods, knowledge of state and federal laws pertaining to government operations.
- Ability to interpret state and federal laws/rules pertaining to government operations;
- Ability to use appropriate methods for obtaining evidence, analyzing data and conducting interviews.
- Ability to independently develop and execute investigative plans; ability to present alternative solutions to problems.
- Ability to keep sensitive information confidential;
- Ability to maintain an independent and objective attitude in all investigative and operational matters;
- Ability to maintain independence and objectivity in forming opinions, drawing conclusions, and making recommendations based on investigative results.
- Must be able to establish and maintain good working relationships with peers, management, and other state government personnel;

**Qualifications:** The person appointed to this position must exemplify all the core competencies expected of a Director of Claims Management and Investigations, including being a leader of change, being a leader of people, being results oriented, possessing good business expertise, and being able to build coalitions and communicate effectively within the department and across the state. Graduation from a four year college or university with a bachelor's degree in political science, criminal justice, business or public administration or other related field required. A graduate degree or a Juris Doctor preferred but not required. A minimum of four (4) years' experience in an administrative role tied to claims management and/or investigations efforts, or other related field, and four (4) years of supervisory experience is required. Prior experience in a government entity or as a Director of Claims Management or Investigations or an Administrator position in the private sector operating with multiple state and federal funding sources is preferred.

**How to Apply:** Resumes can be emailed to Wendy Davis @ Wendy.Davis@tn.gov. No phone calls please.