

# **Texas Health and Human Services Commission Office of Transformation and Innovation Internship**

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## **POSITION DESCRIPTION**

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**Functional/Working Title:** Intern/Transformation Intern  
**Division/Section:** Office of Transformation and Innovation (OTI)/Transformation

### **GENERAL DESCRIPTION**

The OTI Transformation Division Intern will report to the Health and Human Services Commission (HHSC) OTI Director of Transformation and will research and assess various processes and programs for the agency and its constituents. Work involves assistance with creating program implementation standards and techniques; reviewing operational processes; analyzing, reviewing, documenting, developing, and assisting with implementing best practices and/or process improvements for the agency. Works under general supervision with moderate latitude in using independent judgment and providing initiative in the discharge of responsibilities.

### **CRITICAL JOB ELEMENTS**

1. Assists the OTI Transformation Division in performing an array of technical, training, research, planning, policy, program assessment, and administrative activities related to agency programs and processes.
2. Collaborates in planning, development, implementation, analysis, and documentation of agency programs, emphasizing the use of transformative and innovative techniques and tools to maximize the use of available resources.
3. Demonstrates a spirit of teamwork, offering positive and constructive ideas, encouragement, and support to other members of the agency, while upholding the agency's core values.
4. Reviews and evaluates agency operations and compliance with program policies and procedures, as well as legislative statutes and rules to develop recommendations and justifications for improvement.
5. Prepares comprehensive reviews of literature, statutes, rules and/or policies and completes reports, studies, and specialized research projects.
6. May assist with the development of policy, procedure manuals and workflow diagrams.
7. Complies with division and/or agency training requirements.
8. Adheres to all Health and Human Services Commission Intern Personnel Policies and performs related work as assigned.
9. Conducts surveys and/or reviews to determine compliance with certification requirements, laws, regulations, policies, and procedures.

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## **QUALIFICATION REQUIREMENTS**

### **Experience and Education**

Current enrollment in an accredited college or university with a minimum of 12 credit hours with a major in Public Administration, Political Science, Applied Technology, Educational Technology, Business, Economics, Finance, Technology, Project Management, Psychology, Sociology, or Web/SharePoint development. Graduate students preferred. Overall grade point average (GPA) of 2.0 or higher on a 4.0 grade point scale OR "Pass" on a Pass/Fail system required.

### **Knowledge, Skills and Abilities**

Strong and effective communication skills, orally and in writing; Skill in Windows/MS Office. Ability to conduct research; to interact professionally with agency personnel at all levels from each division; and, to gather, assemble, correlate, and analyze data.

### **Preferred Knowledge, Skills and Abilities**

Ability to review legislative bills and drafts of rules; devise solutions to problems; and prepare reports. Ability to develop, evaluate and interpret processes, policies, and procedures; to effectively train others; and, to identify key measures or indicators of program performance; Knowledge and general understanding of statistics and/or data.