



Position Profile

Director of Stakeholder Relations The Arc Central Chesapeake Region Severn, MD



The Arc Central Chesapeake Region is partnering with Dragonfly Central to recruit the next Director of Stakeholder Relations. This is an exciting opportunity to support the growth of self-directed services in Maryland.

The Arc Central Chesapeake Region's mission is to support people with intellectual and developmental disabilities to live the lives they choose by creating opportunities, promoting respect and equity, and providing access to services. We seek a strategic individual to serve as the Director of Stakeholder Relations as we continue to grow Self-Direction throughout Maryland. This position requires a candidate who possesses excellent customer services skills.

The Organization

The Arc Central Chesapeake Region (The Arc) was founded in 1961 to provide services and supports to people with intellectual and developmental disabilities (I/DD) in Anne Arundel County, MD. We now proudly create over 1,330 opportunities for people with I/DD across Anne Arundel and Maryland's Eastern Shore and deliver financial management services to nearly 2,000 people with disabilities who choose to self-direct their services in Maryland.

We are a dynamic regional organization providing person-centered supports for people with intellectual and developmental disabilities to live, work, and connect with their communities. We advocate for equity and access for people with intellectual and developmental disabilities to live self-determined lives and foster opportunities towards self-sufficiency.

Our **Core Values** are evident in all aspects of our programs and services. These values are:

- **We embrace individuality**- We see the whole person, celebrate our differences, and offer the people we serve and our team opportunities tailored to them.
- **We are heart-driven** - Every interaction matters to us; we go the extra mile to care for the people we serve and our team.
- **We take strategic risks** - Fueled by the urgency of our mission, we continually push for better and more innovative approaches.
- **We are action-oriented** - We are creative, resourceful, and have a "get it done" approach to overcoming challenges.
- **We promote equity and respect** - We value the different identities and experiences of the people and communities we work with, and we build respectful relationships to meet them where they are.

Over the last five years, The Arc has transformed how services are delivered, how leaders at every level work together, and deepened our commitment to diversity, equity, and inclusion. Over the last year, The Arc partnered with employees from across the organization and within the community to develop value statements (above) that reflect who we are as an organization and how we approach our work. This collaborative process is just one example of how The Arc invites leaders at every level to share their voice and make decisions from a place of confidence, support, and ownership. With a growing team of nearly 500 employees, culture is an important part of The Arc's everyday operations and experience. We aim to create an environment where people and their talents can flourish – from direct service to customer service to governance.

For more information about The Arc, see www.thearcccr.org.

The Position

Reporting to the Vice President of Self-Directed Initiatives, the Director of Stakeholder Relations will lead the customer service and user-support areas of Self-Directed Services. The Director of Stakeholder Relations will motivate and manage a team of Stakeholder Relations Specialists who support the requests, questions, and concerns of participants who self-direct and other team members such as participant employees, support brokers, and other stakeholders. In partnership with the Vice President of Self-Directed Initiatives, the Director of Stakeholder Relations will develop procedures focused on increasing self-service functions of the program and FMSE, as well as reduce response time and increase stakeholder satisfaction. The Director of Stakeholder Relations will lead the external user-support of FMSE. This position is a member of the Self-Directed Services Leadership Team and The Arc's Leadership Council.

Key Responsibilities

The Director of Stakeholder Relations

- Direct customer service and ongoing stakeholder relations for Self-Directed Services aligned to FMCS contract requirements.
 - Manage and coach Stakeholder Relations Specialists to provide on-going, timely customer service; Ensure professional and timely resolution on all issues.
 - With technical support from Information Technology, manage the customer service ticket system including but not limited to assigning tickets, review resolutions to ensure consistency, coordinate systems or process changes, and develop FAQs, technical support documentation, and other self-service supports.
 - Develop and maintain standard operating procedures, knowledge base, and other tools.
 - Facilitate and maintain strong relationship between Stakeholder Relations and all processing areas within Self-Directed Services; Act as the primary liaison between Stakeholder Relations and processing manager.
 - Work to understand, maintain and enhance the tracking tools already in use.
 - Serve as the FMS team "super user" for all technology and business systems.
 - Coordinate and act as the lead professional for all technology and business system projects; work cooperatively with senior administration and project champions to enhance and develop legacy and current systems; serve as the lead liaison with external business systems implementation staff.
- Facilitate a culture of total quality improvement across Self-Directed Services aligned to FMCS contract requirements, Self-Directed Services best practices, and organizational policies.
 - In partnership with the Director of Corporate Compliance maintain a dashboard of Self-Directed Services customer service performance and outcomes; Support all reporting requirements requested.
 - Develop SOP's, user guides, information sheets, and other user-friendly communication tools for all Arc technology and business systems; Coordinate communications with External Relations.
 - Support the identification of opportunities for process improvement and efficiency; Acquire input/feedback from key stakeholders and share recommendations with Self-Directed Services Leadership.

Other Functions

- Complete and/or provide support for special projects related to Self-Directed Services.
- Support the development, maintenance, and execution of RBA customer service-related performance measures for Self-Directed Services.
- Support the business strategy and scalability of Self-Directed Services.
- Other duties as assigned.

Experience and Attributes

Ideal candidates for this position will share our commitment to The Arc's mission and will bring a variety of experiences and attributes to The Arc:

- Bachelor's degree in social work, human services or related field and experience managing customer services operations supporting people with disabilities or older adults with five years of progressive leadership and/or management experience is required
- Expert level customer service skills with experience interacting with customers in a service-focused and informational environment
- Experience developing and delivering training to those with a varied level of technical acuity; Must be comfortable with a wide variety of technology
- Excellent oral and written communications; strong interpersonal skills with the ability to manage positive communication in difficult situations
- Strong analytical, project management, and documentation skills required
- Demonstrated ability to exercise good judgment in sensitive situations
- Ability to work independently and collaboratively among diverse personalities with employee and stakeholder populations
- Ability to exercise initiative, think creatively in the improvement of processes to drive results
- Ability to work well and adapt under pressure in an ever-changing environment; Adhere to deadlines and foster a sense of urgency to do what it takes to get the job done
- Driven and self-motivated with strong attention to detail and record keeping

Proficiency in MS Word, Excel, Outlook, and other databases. Salary for this position is \$85K. The Arc offers a robust benefits package.

Application Process

The Arc Central Chesapeake Region is partnering with Dragonfly Central to find the best candidate for this position. To apply, email your resume, cover letter and salary requirements to: ArcStakeholderRelations@dragonflycentral.org (e-mail applications are required and only complete applications will be considered). For other inquiries, contact Ginna Goodenow at Ginna@dragonflycentral.org.

The Arc is an equal opportunity employer. The Arc provides equal opportunity to all qualified candidates without regard to race, color, religion, ethnicity, sex/gender, national origin, age, marital status, military/veteran status, sexual orientation, gender identity, pregnancy, genetic information, disability, or any other characteristic protected by applicable law. The Arc Central Chesapeake Region is proud of its commitment to and celebration of diversity, equity, and inclusion (DEI) throughout all aspects of its operations, vision, mission, and leadership.