

# VP of Coordination of Community Services

<b>Location:</b>	Baltimore, Maryland
<b>Department:</b>	Current Opening
<b>Posted:</b>	03/07/2023
<b>Location Name:</b>	Baltimore City
<b>Wage Max:</b>	156,600.00
<b>Wage Min:</b>	118,200.00
<b>Position Type:</b>	Full Time

Position Title: Vice President of Coordination of Community Services (CCS) Employment Status: Full-time Reports to: SVP, CCS FLSA Status: Exempt

## SCI Summary:

SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

Position Summary: The Vice President of Coordination of Community Services (VP/CCS) provides leadership, supervision, oversight, and management of the organization's Coordination of Community Services (CCS) Targeted Case Management Program and services for people with Intellectual and Developmental Disabilities. This is accomplished directly or through Program Managers and as directed by the Senior Vice President. This position will focus on program operations, quality assurance, and strategic relationships and partnerships. The VP/CCS will identify program needs, coordinate program development, analyze program impact, and performance and data management. The VP/CCS is primarily responsible for oversight of effective delivery of quality compliant services within the CCS program.

SCI Team Member Expectations: All SCI team members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures. Follow HIPAA, confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and trainings; maintains compliance with federal, state, and local employment laws and regulations; follow

self-direction and person-centered planning procedures and philosophy; and to foster a culture that values diversity.

**Essential Duties:**

- Monitor key performance metrics including quality compliance, retention, and financial health to ensure the highest quality person-centered services are provided and initiate action plans as needed to proactively remediate concerns
- Initiate and lead program priorities including development of novel approaches to provide high quality person-centered services
- Provide support and direct supervision to Program Managers to ensure programmatic compliance, customer satisfaction, and team member engagement initiatives, that result in high quality services
- Deploy resources efficiently and effectively toward organizational goals
- Ensure that CCS Program contractual and regulatory requirements are met
- Proactively identify opportunities to improve and maintain program efficiencies and develop sound recommendations based on evidence-based analysis to share with CCS Senior Vice President
- Facilitate a culture of learning empowering supervisors to make informed independent decisions as appropriate
- Review monthly Quality Assurance to identify themes and trends, and work with Quality Systems to support continuous quality program improvement
- Create and maintain strategic relationships outside of the organization with DDA, providers and other community entities
- Act as the point of contact for the DDA Regional Office Directors
- Oversee use of person-centered practices and principles in all services
- Assist Managers with personnel issues and concerns
- Ensure that performance evaluations are completed and submitted to People and Culture in a timely manner
- Develop and facilitate monthly Program Manager leadership meetings
- Identify programmatic training needs based on programmatic trends, or initiatives as identified
- Continuously assess caseloads and hiring needs and communicate appropriately to ensure all catchments are appropriately staffed
- Engage in professional development
- Actively engage in succession planning
- Actively participate in the strategic plan to ensure that programmatic initiatives are achieved.
- Implement a programmatic expectation of high-quality services and supports for the people served and their families

**Supervisory Duties:**

- Supervise a team of CCS Program Managers
- Support CCS Program Managers in the development and meeting of annual goals and professional development
- Oversee CCS Program Managers daily responsibilities and provide policy and procedure guidance as needed in successfully fulfilling their job duties.

**Education Required:**

- Bachelor's Degree in Human Services or related field
- Master's degree preferred

**Experience Required:**

- Knowledge of core business functions including but not limited to project management, accounting and finance, marketing and communications, People and Culture issues , economics, and general management
- Proven track record of building relationships and formulating partnerships with external stakeholders
- 7 years' leadership experience. Priority to those who have experience in supporting people with developmental disabilities, their families, as well as encouraging self-advocacy and or advocacy on individuals' behalf
- Can work collaboratively while driving results and impacting performance both directly and indirectly
- Possesses executive presence and public-speaking ability to represent Service Coordination internally and externally
- Demonstrates highly developed interpersonal and communication skills, both written and verbal, and a professional demeanor which interacts clearly, and effectively with all organizational leaders and team members
- Possesses exceptional time management, project management and organizational skills to achieve goals and outcomes
- Quickly recognizes the need for situations that require root-cause analysis and uses findings to provide effective solutions
- Is well-versed in COMAR and best practice competencies in Target Case Management models
- Demonstrates proficiency in Microsoft Suite software as well as ability to learn new technology
- Possesses the ability to act in a manner that reflects well on the agency, and to respect the confidential nature of information
- Has a reliable automobile to travel to meetings, etc. and a valid driver's license with a good driving record
- Able to lead teams in a manner that fosters resilience and growth

**SCI Value Related Competencies:**

- People Come First (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services.
- Building Relationships and Connections: Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders)
- Education (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to team members. Consistent communicator, provides team members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders
- Diversity: Values, appreciates and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of team members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all.
- Driving Solutions (Perseverance): Pursues all initiatives with energy, drive, and the goal to succeed.

**Job-Specific Competencies:**

- Action-Oriented: Quick to act on an opportunity, enjoys working hard
- Building Effective Teams: Creates strong morale and spirit. Fosters open dialogue. Allows people to finish and take responsibility for their work. Defines success in terms of the whole team. Creates a feeling of belonging for team members
- Business Acumen: Understands the industry of the organization, knowledgeable in current and future policies, practices, trends, and information
- Conflict Management: Reads situations quickly and without bias, can find common ground and inspire cooperation, solution-oriented
- Decision Quality: Is flexible and adaptable when facing a tough situation, is seen as balanced despite the conflicting demands of the situation
- Developing Direct Reports: Provides challenging tasks and assignments, holds frequent development discussions, is aware of their team's career goals, constructs compelling development plans, and executes them
- Directing Others: Sets clear objectives, distributes workload effectively and in a well-planned, organized manner
- Drive for Results: Exceeds goals successfully. Constantly and consistently one of the top performers. Bottom-line oriented. Pushes themselves and others for results
- Hiring and Staffing: Selects strong candidates by evaluating potential, passion, and professionalism, understands the importance of proper and effective onboarding and orientation
- Innovation Management: Skilled at understanding which ideas and suggestions will be successful
- Integrity and Trust: Follows through with assigned tasks, goals and responsibilities, maintains confidentiality, utilizes company resources effectively, reliably follows through on commitments made to others
- Motivating Others: Creates a climate in which team members want to do their best and empowers them to do so. Invites input from others and shares ownership and visibility
- Organizational Agility: Understands the origin and reasoning behind key policies, practices and procedures, understands the culture of the organization
- Peer Relationships: Can quickly find common ground to solve problems, is seen as a team player and cooperative. Encourages collaboration
- Perspective: Identifies the broadest possible view of an issue/challenge. Things globally. Can easily project multiple aspects of issues and future impact.
- Planning: Accurately scopes out length and difficulty of tasks and projects, anticipates and adjust for problems and roadblocks
- Priority Setting: Quickly zeroes in on the critical issue, can identify what will help or hinder accomplishing the goal, eliminates roadblocks, creates focus
- Strategic Agility: Anticipates future consequences and trends accurately. Creates competitive and innovative strategies and plans
- Time Management: Uses time effectively and efficiently. Identifies and establishes priorities based on business needs by prioritizing conflicting needs and handling all matters expeditiously

**Physical Demands:** Generally, presents standard office environment. Must be able to remain in a stationary position >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision

abilities required by this job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

**\*SCI does not sponsor for immigration, including for H1B, TN, and other non-immigrant visas, for this role.**

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*Disclaimer:* The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the on-boarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Stephanie Bidle at [sbidle@sc-inc.org](mailto:sbidle@sc-inc.org).

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Kathryn Eckert at [kathryn.eckert@sc-inc.org](mailto:kathryn.eckert@sc-inc.org) or 410-218-5581.

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