

Coordination of Community Services (CCS) Program Manager

Location:	Pikesville, Baltimore County
Department:	Current Opening
Posted:	03/03/2023
Location Name:	Pikesville
Wage Max:	113,500.00
Wage Min:	90,800.00
Position Type:	Full Time

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: A CCS Program Manager has operational responsibility of the CCS program to include regulatory compliance and program specific outcomes related to the strategic plan. Under the direct supervision of the CCS Vice Presidents, Program Managers maintain program efficiencies as well as oversight of effective delivery of quality services within the CCS program. The CCS Program Manager maintains supervision of a team of mobile supervisors in a designated area. The Program Manager role monitors key performance indicators including quality compliance, retention, financial health, and initiates action plans as needed. The Program Manager is responsible for monitoring staffing plans and reallocating resources as needed to ensure program goals and objectives are met. Collaborate with all CCS Program Managers to ensure standardization across the program. As a valued member and trusted advisor to the Service Coordination Inc. (SCI) leadership team, this individual will possess proven ability to drive programmatic initiatives in a rapidly growing, complex environment in a way that is consistent with the organizational philosophies of person centeredness and shared leadership.

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.
- Initiate and lead program priorities including development of novel approaches to provide high quality person-centered services.
- Provide regular supervision, coaching, development, and ongoing assistance to a team of supervisors to balance workload and effort.
- Provide support to supervisors to ensure effective delivery of quality services to include maintenance of service record, person centered plan, and monitoring of service delivery and health and safety for each person supported.
- 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 Vice Presidents.
- Facilitate a culture of learning empowering supervisors to make informed independent decisions as appropriate.
- Review monthly Quality Assurance data to identify themes and trends and coordinate with Quality Systems to support continuous program improvement. Identify and share themes with Program leadership for remediation strategies as needed
- 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 CCS Squad members.
- Oversee use of person-centered practices and principles in all services.
- Assist supervisors 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 CCS leadership meetings
- Identify training needs for CCSs and/or Supervisors based on programmatic trends, themes, or other initiatives identified.
- Continuously assess caseloads and hiring needs and communicate appropriately to CCS Vice Presidents and Talent Acquisition to ensure all catchments are appropriately staffed.
- Engage in professional development as identified by supervisor or organizational initiatives.
- Actively engage in succession planning and team member development.
- Actively participate in the strategic plan to ensure that programmatic initiatives are achieved.
- To work consistently with person-centered and shared leadership principles.
- Implement a programmatic expectation of high-quality services and supports for the people served and their families.?

Other Responsibilities:

- Participate in interviewing process for supervisors ensuring qualified candidate selection for team is carried out.
- Ensure that assigned organizational project objectives are met.
- Participate in the on-call rotation of the CCS emergency line. Respond to calls and follow-up as needed when assigned.
- Perform all duties as described, and others as required, using the foundation of SCI philosophy, mission, and values.
- Other duties assigned as needed.

Supervisory Duties:

- Supervise a designated number of supervisors
- Support supervisors in the development and meeting of annual professional development goals to include a professional development plan and/or succession plan
- Provide oversight, mentoring and guidance to support supervisors in being successful in their roles.

Education Required:

- A Bachelor's degree in human service-related field is required.
- Master's degree preferred.
- Project Management and career development courses completed within the first 12 months of Program Manager start date.

Experience Required:

- At least 3 years in a leadership role at a case management entity
- General understanding of core business functions including but not limited to project management, accounting and finance, marketing and communications, People and Culture and legal issues, economics, and general management.
- Ability to work in a mobile work environment.

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:

- Belief in and ability to implement the principles of person-centered thinking and planning.
- Strong belief in the provision of community services for people being served by the CCS Program.
- Proven track record of building relationships and formulating partnerships with external contacts.
- Ability to effectively facilitate work group and committee meetings.
- Ability to or experience in working collaboratively with different groups or service systems to identify, coordinate, and assure appropriate services.
- Working knowledge of Case Management (including the philosophy and vision), the community and the Targeted Case Management service delivery system.
- Exceptional time management, project management, and organizational skills.
- Excellent oral and written communication skills.
- Demonstrated commitment to the values of diversity, inclusiveness, and empowerment.
- Be proficient in Microsoft Suite software; demonstrated ability to learn new technology.
- Ability to work a flexible schedule, including evenings and weekends, to meet the needs of people served.
- Have a reliable automobile to travel to visits, meetings, etc. and a valid driver's license with a good driving record.
- To support a culture of advocacy in the CCS program that allows for people supported to have autonomy, choice, decision making abilities
- Optimizes Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.
- Action-Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.

- Plans & Aligns: Planning and prioritizing work to meet commitments aligned with organizational goals.
- Ensures Accountability: Holding self and others accountable to meet commitments.
- Conflict Management: Handling conflict situations effectively, with a minimum of noise.
- Customer Focus: Building strong customer relationships and delivering customer-centric solutions.
- Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations.
- Strategic Mindset: Seeing ahead to future possibilities and translating them into breakthrough strategies.
- Build Effective Teams: Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Manages Ambiguity: Operating effectively, even when things are not certain, or the way forward is not clear.
- Attracts Top Talent: Attracting and selecting the best talent to meet current and future business needs.

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.

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 Sonji Ashford at sashford@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 or 410-218-5581.

SCI does not sponsor for immigration, including for H-1B, TN, and other non-immigrant visas, for this role.