VACANCY ANNOUNCEMENT

Client Services Coordinator
(Innovations Team Supervisor)

Aging and Independence Services Department

OPEN DATE: December 13, 2023

CLOSE DATE: December 20, 2023

POSITION SUMMARY:

The Atlanta Regional Commission (ARC) is the regional planning and intergovernmental coordination agency that focuses on issues critical to the region’s success, including growth and development, transportation, water resources, services for older adults, and workforce solutions. ARC is dedicated to unifying the region’s collective resources to prepare the metropolitan area for a prosperous future. This is done through professional planning initiatives, the provision of objective information and the involvement of the community in collaborative partnerships.

ARC is the designated Area Agency on Aging (AAA) serving as the regional planning, service administration, and intergovernmental coordination agency for the Atlanta region. ARC’s Aging and Independence Services (A&IS) Department is responsible for managing numerous federal and state grants as well as implementing other partnership arrangements. The A&IS Department plans for the future of a rapidly aging region, while directly serving, serving through partners, and advocating for improved policies – all with a goal of maximizing the independence of older adults in the metro Atlanta region.

The selected candidate will be responsible for managing the implementation of innovative programs and services within the Aging & Independence Services Department. Specifically, this position will manage the Innovations Team within the Program Development Section. Currently, this work is a behavioral health coaching partnership. ARC envisions future growth of these partnerships and additional opportunities in the Medicare Advantage and Managed Care arenas and professional development.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Implements and manages programs and services that are innovative within the Program Development Section;
- Manages assigned staff that provides direct services to clients, with much of their work being field-based;
- Provides staff training, coaching, and evaluation;
- Works with program development administrator and staff to identify program priorities, outcomes and develops sustainable program expansion models;
- Utilizes data and emerging technologies to analyze and identify trends and best practice to maximize unit and staff efficiency; makes recommendations for program and reporting improvements; and expands the vision, sustainability and scope of programs, as assigned;
- Collaborates with partners to strengthen relationships, identifies new program opportunities to address emerging issues, and improves access to services;
• Spends and tracks program budgets and related invoicing in coordination with the Business Operations Section;
• Manages contract and/or grant deliverables and required reporting.
• Performs other duties as assigned to support agency goals and objectives.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND COMPETENCIES:
• Knowledge of developing new programs/services related to aging, health, behavioral health, disability and/or long-term services and supports;
• Ability to manage, supervise and evaluate staff;
• Ability to implement programs and prioritize and assign work to staff to attain goals;
• Ability to interpret complex documents, analyze data and prepare reports;
• Skill in developing and managing program budgets;
• Ability to plan, implement and manage program components;
• Strong communication and relationship building skills with the ability to prioritize, negotiate and work with both internal and external stakeholders;
• Ability to ensure compliance and continual improvement of programs;
• Ability to identify and/or analyze trends and determine best ways to address them through relevant outreach, programs and special initiatives;
• Strong public speaking skills;
• Strong organizational skills with attention to details; excellent written and verbal communication skills; excellent management skills and the ability to juggle competing priorities;
• Proficiency in using client-related databases, Microsoft Office Suite (including Excel).

MINIMUM QUALIFICATIONS:
• Master’s degree in social work, human services, counseling or psychology
• Three (3) years of related counseling client advocacy, information/referral or related program administration experience and;
• Two (2) years of supervisory experience.

OR

• An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above, unless otherwise subject to any other requirements set forth in law or regulation.

PREFERRED QUALIFICATION:
• Previous experience with programs/services funded through Medicaid, Medicare and/or private health insurance.
• Experience developing new programs/services related to aging, health, behavioral health, disability and/or long-term services and supports.

ANNUAL SALARY RANGE: $69,099 - $93,283 (no SS deductions except for Medicare portion, approx. 1.45% of salary).