



MID-AMERICA REGIONAL COUNCIL
Aging and Adult Services

JOB DESCRIPTION

Mid-America Regional Council

Date: 01/02/2023

CLASS SERIES:	ADMINISTRATIVE
JOB TITLE:	AGING AND ADULT SERVICES DIRECTOR
REPORTS TO:	EXECUTIVE DIRECTOR
DEPARTMENT(S):	AGING AND ADULT SERVICES
FLSA STATUS:	EXEMPT
SUPERVISORY:	YES

Mid-America Regional Council Director of Aging and Adult Services

The Mid-America Regional Council (MARC) seeks a visionary leader to bring innovation, growth, and enhanced effectiveness to MARC's strong portfolio of integrated care initiatives. Through MARC's Community Care Hub, the Mid-America Community Support Network, comprised of nonprofit community-based service organizations, and its significant federal funding through grant initiatives and the region's designated Area Agency on Aging, the Director of Aging and Adult Services will oversee a diverse team of more than 20 highly competent professionals to deliver quality services to individuals who face complex social and medical challenges. The Department's deep resources and over \$10 million annual budget position the organization for opportunity for increasing community impact. MARC's collaborative work environment focuses on a culture of integrity, innovation, diversity and inclusion, excellence in performance and service leadership.

ABOUT US

MARC, the association of local governments and metropolitan planning organization for the bistate Kansas City region, promotes and supports cooperation on regional issues, including transportation, community development, environment, emergency services, aging and early learning.

Since 2017, MARC has contributed thought and infrastructure leadership to a model of integrated care that will support transformation of the American health care system from volume- to value-based reimbursement. A key component of this transformation is the opportunity for the importance of community services on health outcomes to be acknowledged and embraced.

MARC's Mid-America Community Support Network (CSN) serves as the Community Care Hub for a regional collaboration of over 25 contractually aligned, nonprofit organizations, including some statewide initiatives, that advance social health interventions among individuals with social and medical challenges. This is a specialized initiative independent of MARC's federal funding that is designed to respond to the significant shift to community health in value-based health care funding arrangements. Technology partners and vendors are key elements of the Network's operations and strategy. Addressing the core social factors behind health challenges is known to improve outcomes and reduce cost across all systems and involved individuals.

Beyond regional integrated care initiatives, MARC manages a Missouri statewide network of evidence-based program providers, through a close partnership with sister Area Agencies on Aging and the Missouri Association of Area Agencies on Aging. Recent expansion of the integrated care model to wraparound social health services presents promising opportunity to bolster this collaboration and approach to shared impact.

The Department strives to cultivate a warm and welcoming culture for a professional staff from all walks of life. Through federal and community mandate, the department strives to elevate equity in all aspects of operations, from team attraction and retention to procurement and program prioritization. Maintaining and deepening the department's commitment to diversity, equity, and inclusion is a key focus of the role.

MARC is designated as the Area Agency on Aging (AAA) recipient of Older Americans Act (OAA) funding for the Missouri side of the metropolitan region. A stellar response to the COVID-19 pandemic by AAAs across the nation, including MARC, has set a tone for increased interest and potential for additional federal resources to attain the mission of helping older adults and individuals with disabilities thrive in the community for as long as they wish.

In alignment with the OAA, MARC utilizes a contract approach to providing services to the community. Service providers, both for- and non-profit, comprise the on-the-ground capacity to meet community needs at the neighborhood level. A substantial group of contracted partners allows geographic reach and programming depth through specialized and focused organizations.

MARC's expanding nutrition portfolio include planned physical assets and equipment, an expanding team, and administration of the successful Double-Up Food Bucks program that helps to supplement SNAP benefits with increased access to fresh produce.

PROFESSIONAL OPPORTUNITY

The director provides primary vision, oversight, and leadership to MARC's Department of Aging and Adult Services. This position envisions and forecasts opportunity for new programs and initiatives, delivers on key customer and stakeholder outcomes and expectations, and coordinates complex teams across multiple diverse stakeholder groups to achieve lasting systems transformation. The position forecasts market demand, plans and allocates resources and talent, and designs program solutions that are attractive to health care and other partners. The position designs and orients projects and teams to capture, analyze, and respond to valid data and system user feedback and understands significant data trends and the implications of increasingly connected technical solutions for service delivery. The position serves as a central spokesperson and advocate for older adults and other populations that may require services and supports to live the life of their choosing.

Through mastery of the field and insight into systems gaps, the position crafts opportunities for development and marketing that creates new ventures, expansion, or honing of agency focus on high-yield endeavors. A key skill of this position is to understand and synthesize complex issues into internal and external communication that builds momentum for change and activates urgent response to deepening community needs. Professional diplomacy, sensitivity to the needs of diverse groups and stakeholders, and the ability to navigate complex interactions among competing interests is mandatory. The position will bring balance to growth and initiative selection through bedrock adherence to principals of person-centeredness, justice and equality, and mission-driven outcomes.

Opportunity exists to enhance the department's impact through:

- Solidifying the Mid-America Community Support Network as a viable business enterprise that is responsive to increasing opportunity to serve individuals with social and medical complexity through a collaborative, community-voice driven approach.
- Capitalizing on new funding, opportunity, and partnerships to establish and refine a frozen home-delivered meal repackaging and distribution facility.
- Curating a data and technology disposition to prepare operations and partners for the enhanced importance of these tools to future work, while maintaining a strident, clear focus on human interaction and intelligence.
- Identifying key business opportunities and partnerships that maintain a focus on elevating clients and community.
- Deploying federal resources in a manner that enhances broad regional goals, health equity, and the impact of funding.
- Strengthening, streamlining, and routinizing health care engagements and federal funding to bring lasting revenue diversification to community-based organizations.
- Cultivating a focus in all operations and strategy on promoting health equity and reducing community disparities.
- Maintaining superior stewardship of funds and resources by owning the department's financial health, achieving cost reduction and/or quality enhancements, and increasing revenue.
- Leading data-driven forecasting, decision-making, and long-term planning, including proving the efficacy of strategies and approaches through outcomes measurement.

WE ARE SEEKING

- A visionary leader capable of driving systems change through partnership, innovation, and effectiveness.
- An expert in integrating divergent or ancillary interests into common purpose and achievement.
- A strong, tactful, and diplomatic leader who works proactively to build relationships with internal and external partners and stakeholders.
- A team leader who manages a diverse staff and partners in a caring, genuine, service-oriented manner.
- A superior and responsive verbal and written communicator.
- A manager of excellence in fiscal stewardship.
- A perceptive, detail-oriented balancer of regulation compliance and person-centered service.

IN THIS ROLE YOU WILL:

Oversee the programs and initiatives of MARC's Department of Aging and Adult Services, including the development and improvement of existing initiatives and cultivating emerging opportunities to successful and stable operation.

- Supervise MARC Aging staff and serve as key contact for designated liaisons of stakeholder groups.
- Convene partners and facilitate solutions-focused activities to improve service design and delivery systems.
- Serve as a key spokesperson and liaison between MARC and a wide variety of interests.
- Drive performance-based metrics in all programs and staff.
- Seek and develop new resources and contracts to deepen the mission of the Department.
- Provide leadership and context to quality assurance standards, monitoring, and other activities that produce a consistent product or service across all partners and contractors.
- Continuously unveil opportunities for process streamlining, use of technology to facilitate better service, and internal and external collaboration.

Other Key Skill Sets:

- **Demonstrates ethical behaviors and professionalism.** Able to carry out duties with the highest level of discretion and confidentiality at all times. Adheres to all HIPAA regulations/requirements and MARC's core values.
- **Forward thinker.** Anticipate the implications and consequences of situations and take appropriate action.
- **Organized.** Prioritize items that require attention and focus on the most important tasks.
- **Communication Proficiency.** Demonstrated written and verbal acumen.
- **Interpersonal Awareness.** Able to notice, interpret and anticipate others' concerns and feelings, and to communicate this awareness empathetically to others.
- **Collaborative and teamwork oriented.** Able to work well with a range of people both within and outside of the organization.
- **Personally credible.** Knowledgeable in both Aging and Adult Services and organizational issues, and always takes a professional approach.
- **Role model.** Leads by example.
- **Driven to deliver.** Focused on delivering best possible results for the organization, and shows determination, resourcefulness and a sense of purpose in achieving this.
- **Curious.** An inquisitive, open-minded type, who seeks out new ways to support the development of the organization.

Work Environment

This job operates in a professional office environment. The role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The job requires occasional use of a motor vehicle or other transportation modes.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear.

Position Type/Expected Hours of Work

This is a full-time, salary (exempt) position. MARC offers flex scheduling.

Travel

Occasional regional travel by car or aircraft in the Kansas City area and beyond is expected for this position.

Required Education and Experience

Master's degree in social work, nursing, gerontology or closely related field and a minimum of 7-10 years of experience.

Experience in a supervisory role.

Preferred Education and Experience

Current or previous leadership experience in a non-profit setting.

Current or previous leadership experience in program development and management, including micro- and macro-level human or health services practice.

Current or previous experience in program leadership and compliance.

Work Authorization/Security Clearance

Must possess current legal authorization to work in the United States and not require sponsorship now or in the future (i.e., H1-B, F-1, or TN visas or any other non-immigrant status).

Must successfully pass background test, including the Family Care Registry and driving record.

AAP/EEO Statement

MARC is an equal opportunity employer that welcomes all qualified persons without regards to race, color, sex, disability, national origin, citizenship, age, pregnancy, genetic information, military status, ancestry or any other characteristic or status protected by law.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.