



## **Non-Civil Service | Maryland Access Point (MAP) Program Manager**

The Baltimore City Health Department (BCHD), Division of Aging and CARE Services seek a Program Manager for the Maryland Access Point (MAP) program.

Founded in 1793, BCHD is the oldest health department in the country, with more than 1,000 employees and an annual budget of \$130 million that aims to promote health and improve well-being through education, policy/advocacy, and direct service delivery. BCHD's wide-ranging responsibilities include maternal and child health, youth wellness, school health, senior services, animal control, restaurant inspections, emergency preparedness, STI/HIV treatment, and acute and chronic disease prevention.

As the MAP Program Manager, the successful applicant will be responsible for the coordination of a social program which involves short term and long term program planning, partnership collaboration, supervision of personnel, and overall administration of the MAP program.

### **Responsibilities include:**

- Provide administrative oversight for program development, compliance and expansion of services for older adults and persons with disabilities; internal and external functions
- Develop program protocols and policies that integrate aging, disability and long term care services for Maryland Access Point (MAP)
- Implement and evaluate the effectiveness of core MAP activities
- Facilitate, monitor and track activities related to Federal Financial Participation (FFP) reimbursement model
- Establish partnerships and/or agreements with community partners that improve and expand the provision of MAP services
- Provide information, assistance, referral and counseling services
- Coordinate and facilitate staff training
- Prepare budget, statistical and narrative reports
- Devise outreach materials and promote dissemination to stakeholders and consumers in the community.
- Work with community sites, organizations and partners to promote outreach activities
- Research and update resources
- Gather and input resource data in the MAP resource website
- Supervise MAP/Call Center staff

**Knowledge, Skills and Abilities**

- Knowledge of aging and disability systems
- Knowledge of the principles and practices of management and public administration
- Knowledge of counseling techniques
- Skills in customer service
- Skilled in Microsoft Word, Excel, and Power Point
- Ability to deal effectively with program recipients, community groups, and representative of public and private agencies
- Ability to communicate effectively, both orally and in writing

***Minimum Qualifications:*** Requires a bachelor's degree from an accredited school in social work, public administration, mental health, or a related human services field with 3-5 years of related experience.

Salary commensurate with education and experience.

Interested candidates should submit a cover letter and resume to:

Baltimore City Health Department  
Division of Aging and CARE Services  
417 E. Fayette Street, 6<sup>th</sup> floor  
Baltimore, Maryland 21202  
[Rebecca.Bradley@baltimorecity.gov](mailto:Rebecca.Bradley@baltimorecity.gov)

or

[Elouise.Mayne@baltimorecity.gov](mailto:Elouise.Mayne@baltimorecity.gov)

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