



**Position Recruitment Notification
For Internal & External Candidates**

Job Classification: **Alternative Response to Calls for Service
(ARCS) Program Manager**

Department/Division	Neighborhood Services
Employment Status:	Full-time
Annual Salary/Grade:	\$85,707/yr. +/- DOQ/Grade 7
FLSA:	Exempt
Union:	Non-Union
Employment Commission:	N/A
Deadline for Application:	Open until filled

POSITION SUMMARY:

This is a single class position under direction of the Community Services Administrator. This position will manage the Alternative Response to Calls for Service (ARCS) Pilot Program. It includes:

- Implementation and administration of Community Care Navigation (Phase I), innovative programming designed to provide alternative responses to non-emergency calls for service.
- Oversees Care Coordination, ensuring efficient and compassionate service delivery to community members.
- Implementation and administration of other phases including mental health-related calls for service and dispatch (Phase II), of ARCS if approved by the Village Board.

The Program Manager is a leader in coordinating service linkages, developing training programs for first responders, and managing non-emergency calls from residents. This position collaborates with local organizations to enhance case management services for unhoused residents and individuals experiencing traumatic events.

INSTRUCTIONS TO APPLICANTS:

Applicants can apply directly using the following link:

<https://secure.entertimeonline.com/ta/6141780.careers?ApplyToJob=654559945>

For additional information visit our website at <https://www.oak-park.us/jobs>. Applications and resumes may also be submitted by mail to: Human Resources, Village of Oak Park, 123 Madison Street, Oak Park, IL 60302; by email to: jobs@oak-park.us; or by fax to: 708-358-5107. The Village of Oak Park offers a highly competitive benefit package that includes a retirement plan, deferred compensation program, social security, health & life insurance, vacation, sick leave & other benefits.

A COPY OF THE POSITION DESCRIPTION IS ATTACHED

The Village of Oak Park is an Equal Employment Opportunity Employer committed to a diverse workforce and strongly encourages applications from candidates of color.

Alternative Response to Calls for Service (ARCS) Program Manager

Department: Neighborhood Services

FLSA: Non-Union Exempt

Grade: 7

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

Definition:

Manages the Alternative Response to Calls for Service (ARCS) Pilot Program including the implementation and administration of Community Care Navigation (Phase I) and mental health-related calls for service and dispatch (Phase II), innovative programming designed to provide alternative responses to non-emergency calls for service; Oversees Care Coordination, ensuring efficient and compassionate service delivery to community members. The Program Manager is a leader in coordinating service linkages, developing training programs for first responders, and managing non-emergency calls from residents. This position collaborates with local organizations to enhance case management services for unhoused residents and individuals experiencing traumatic events.

Supervision Received and Exercised

Receives general direction from the Community Services Administrator
Exercises supervision over Care Navigators

Examples of Duties – Essential and other important duties and responsibilities may include, but are not limited to the following:

Responsibilities:

- Manage and supervise Care Coordinators, providing guidance, support, and mentorship in their roles.
- Coordinate and link community residents experiencing traumatic events to appropriate services and resources.
- Develop and implement training programs and professional development opportunities for first responders and relevant stakeholders.
- Oversee the response to non-emergency calls from residents, ensuring appropriate and timely follow-up.
- Collaborate with local organizations to enhance case management services for unhoused residents and other vulnerable populations.
- Continuously assess program effectiveness and propose improvements or innovations to enhance service delivery.
- Maintain accurate records and data, prepare reports, and ensure compliance with organizational and regulatory requirements.
- Represent the organization in community meetings, events, and collaborations related to the program.
- Other duties as assigned

Alternative Response to Calls for Service (ARCS) Program Manager

Knowledge of:

- Operational characteristics, services and activities of alternative response models and community-based interventions
- Management skills to analyze programs, policies and operational needs
- Principles and practices of program development and administration
- Principles of trauma-informed care and experience in providing services to individuals experiencing trauma.
- Methods of research, program analysis and report preparation
- Modern office procedures, methods, and computer equipment

Ability to:

- Coordinate multiple projects
- Attend evening and weekend meetings as required
- Communicate with a wide range of cultures and personalities
- Communicate clearly and concisely, both orally and in writing
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Perform complex research and analyses.
- Establish and maintain interpersonal skills in the workplace to effectively communicate and interact with others.
- Maintain reasonable and predictable attendance

Experience and Training Guidelines:

Experience: At least 5 years of experience in program management, preferably in a public safety or social services setting, and

Education: Possession of a Master's degree from an accredited college or university with major coursework in Social Work, Counseling or a related field. Licensed Clinical Social Worker or Licensed Professional Counselor preferred.

Working Conditions:

- This position may require occasional evening or weekend hours to attend community events or meetings.
- The Program Manager may need to respond to urgent situations or emergencies outside of regular business hours.

Diversity Equity & Inclusion Statement

The Village of Oak Park commits itself to diversity, equity and inclusion by recognizing that creating a mutually respectful, multicultural and equitable environment does not happen on its own, it must be intentional. This includes providing equal opportunities for everyone regardless of race, ethnicity, gender identity, sexual orientation, religion, ability, military or veteran status or any other characteristics.