

AGING AND DISABILITY RESOURCE CENTER MANAGER

FUNCTION OF THE JOB

Under direction to be responsible for the development, administration and direction of programs, services and activities addressing the needs of the older adult and disabled adult communities; to direct the management of contracted and/or grant funded services; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Serves as the division head and directs the division staff.
2. Directs the preparation and implementation of the division's strategic plan including the operational policies, goals, and objectives.
3. Directs the preparation and administration of the division's operating budget and the authorization and implementation of approved expenditures.
4. Develops, directs, and administers the programs, activities and services provided or managed by the division including intake, information and assistance, nutrition and community services, benefits, case management, adult day care, and specialized transportation.
5. Provides direction and leadership to the division by analyzing and responding to changing trends in legislative, societal and community needs with progressive and innovative programs, activities, and services.
6. Directs the preparation and submission of fiscal and operational reports for the division.
7. Oversees the provision of governmental, business and community funding, grants and other division revenue resources.
8. Oversees and approves the purchasing, monitoring, and evaluation of contracted services in the division, and negotiates and approves contracts for service.
9. Directs the application for and administration of grant funded services for the division.
10. Develops and implements new programs and services and evaluates the effectiveness of existing ones.
11. Develops, implements, and maintains comprehensive policies and procedures regarding the division's services and programs.
12. Directs the selection, supervision, and evaluation of staff in the division.
13. Establishes and maintains effective working and public relations with representatives of federal, state, and local government, community officials, service providers, and the general public.
14. Monitors federal and state administrative policies and legislative initiatives for impact on the division, and recommends appropriate County policy.
15. Advises and makes recommendations to the County Executive, County Board Chair, County Board, and various committees and commissions on issues related to the programs and services provided by the division.
16. Conducts oral presentations to promote public education and awareness of the services and programs provided by the division and the issues impacting the delivery of services.
17. Serves as an advocate and acts as a liaison for the older adult and disabled adult communities of the County to effectively address the changing needs of these populations.
18. Serves in designated leadership role in emergency government planning, training, and activation.
19. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of the types of programs and services required by older adults and disabled adults in such areas as health, nutrition, information and assistance, long term care, benefits, and transportation, and of the methods and practices for delivery of such services.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

2. Thorough knowledge of the role of the division and social service agencies within the community and state, and the objectives of a public agency providing services to the senior and disabled populations.
3. Thorough knowledge of the federal, state, and local laws, codes, and regulations concerning the operation of programs or services associated with the division.
4. Comprehensive knowledge of the principles, practices, and techniques of negotiating and conflict resolution, team building techniques and consensus management.
5. Comprehensive knowledge of administrative, managerial, and supervisory principles and practices including budgeting, planning, program management and evaluation, and employee supervision.
6. Comprehensive knowledge of survey research methods and data interpretation.
7. Considerable knowledge of Emergency Government and Incident Command Structures and protocols, including first responder roles and responsibilities.
8. Considerable knowledge of financial and statistical record keeping, and fiscal and program reporting methods.
9. Considerable knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
10. Considerable knowledge of governmental, public, and not-for-profit grant procedures.
11. Working knowledge of computerized department program software, internet access, database, spreadsheet, and word processing programs.
12. Ability to utilize electronic health record, word processing, database, and spreadsheet programs.
13. Ability to plan, develop, implement, direct, and evaluate programs covering a variety of areas concerning senior services and resources in a changing environment.
14. Ability to analyze and respond to changing trends in legislative, societal, and community needs with progressive and innovative programs, activities, and services.
15. Ability to develop, interpret and apply rules, directives, policies, and governmental laws and regulations.
16. Ability to coordinate, direct, supervise, and evaluate activities of division staff.
17. Ability to establish and maintain effective working relationships with representatives of federal, state, and local government, community officials, service providers, and the general public.
18. Ability to plan, organize, and effectively present and promote ideas and concepts to various boards, committees, divisions, employees and the public in both oral and written form.
19. Ability to analyze and interpret information and make appropriate recommendations.
20. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in social work, sociology, psychology, gerontology, or a closely related field.
2. Five (5) years of progressively responsible work experience in planning, administering, or directing a social service agency involved in gerontology, social work, or a closely related field.
3. A master's degree from a recognized college or university in one of the above areas may be substituted for one (1) year of the work experience requirement.