



FLATHEAD COUNTY, MONTANA

Position Vacancy Announcement

POSITION: AGING SERVICES PROGRAM MGR

DEPARTMENT: AGENCY ON AGING

If you have any questions about this position vacancy please call: (406) 758-2482

NUMBER OF POSITIONS OPEN: 1

FULL TIME REGULAR
(YEAR ROUND POSITION)

STARTING WAGE: \$24.71 per hour

PART TIME SEASONAL

SALARY AT:

1 Year Step \$25.70 per hour

2 Year Step \$26.73 per hour

3 Year Step \$27.26 per hour

TEMPORARY

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.
SEE ATTACHED JOB DESCRIPTION.

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:
https://flathead.mt.gov/human_resources/apply/

Paper, faxed or email applications will not be accepted.

Flathead County's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Aging Services Program Manager	Job Code:	04350
Department:	Agency on Aging	Pay Grade:	Standard 30
Reports to:	Assistant Director	FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt

Department Overview: The Flathead County/Area IX Agency on Aging (AOA) assists people age 60 and older and adults with disabilities to lead independent, meaningful and dignified lives, by providing information, offering direct services, contracting for services and connecting individuals and their families or caregivers with a wide range of public benefits and local services. AOA is an Aging and Disability Resource Center and is the state-designated provider for Flathead County of federal Older Americans Act services, such as Congregate Meals/Meals on Wheels, Information/Referral and Outreach, and Home and Community-based Assistance (Independent Living Services). Other services include Medicare and benefits counseling, fraud/abuse education, legal assistance, veterans' services, long-term care ombudsman and support for area Senior Centers. AOA also administers Eagle Transit, which provides all local public transportation, including para-transit services (Dial-A-Ride).

Job Summary: The Aging Services Program Manager is responsible for the leadership of the Information and Assistance (I&A) and Veteran Directed Care (VDC) Programs, and day-to-day management of staff in those programs. The I&A program includes Information/Referral and Outreach, Home and Community-based Assistance (Independent Living Services), Medicare and benefits counseling, fraud/abuse education and legal assistance. The Program Manager will be part of the Agency's Leadership Team, and will contribute to strategic planning, program development, quality assessments and improvement, budgeting, contract monitoring and reporting. The work entails interacting and communicating effectively with other AOA staff and management, state personnel (e.g. DPHHS), the Veterans Administration at various levels, professionals in the community/state, clients and their families as well as the general public.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Keep abreast of emerging knowledge in the field of aging services; attend workshops and training sessions; share information and knowledge with team members and management.
- Review, understand and ensure compliance with bylaws, contracts, grants and other legal documents that define the agency and its programs.
- Develop programs and services and evaluate regularly to ensure they are meeting the needs of older adults; develop, implement and evaluate related policies, procedures, processes, tools, systems and documents that efficiently and effectively support those programs and services.
- Assist with the development of program budgets, grant proposals, etc.; monitor results versus budget.

- Contribute to strategic planning and the development of monitoring/reporting processes.
- Manage the day-to-day functioning of Aging Services staff /teams, supporting and coordinating meetings, coaching and training, schedule adherence and evaluation.
- Interview, hire, train, and evaluate staff; assign clients and set caseloads; follow-up on staff activity and performance issues; conduct periodic meetings to convey information to staff, handle operational problems or safety matters.
- Engage in problem-solving with and provide guidance and technical assistance to AOA Resource Specialists, other AOA staff and volunteers, and community service providers to ensure coordinated care on behalf of specific clients.
- Support and educate/train volunteers to support the Aging Services team.
- Determine eligibility criteria and implement review of clients in accordance with rules, regulations, agency policies and other applicable criteria. Prioritize service levels as required to stay within fiscal constraints.
- Manage, monitor and guide all aspects of Independent Living services, including contract development and management, provider relations, invoice reconciliation, service hour approval and utilization review and related record-keeping and data management.
- Design and implement quality assurance processes including the establishment and monitoring of program metrics and the performance of regular data and client file reviews.
- Maintain client information files in accordance with confidentiality standards and to facilitate documentation of service delivery.
- Maintain records of operations and review and approve local, state and federal reports.
- Maintain professional working relationships with other agencies and individuals providing aging services.
- Develop and oversee a marketing/outreach plan; engage in public relations, education and program promotion and support staff to engage in community outreach activities and the production and distribution of marketing/media materials.
- Develop and implement client education tools, resources, materials as part of the agency service array and/or in collaboration with community partners.
- Coordinate communication links between AOA, clients, and the network of involved professionals, agencies and other stakeholders.
 - Represent the AOA on state or community workgroups, coalitions, etc.
 - Perform related duties as assigned.

Physical Demands and Working Conditions:

- Works primarily in an office environment but may travel throughout Flathead County requiring operation of a motor vehicle in a variety of weather conditions; must possess a valid Montana driver's license and a good driving record.
- May occasionally travel out-of-area or out-of-state to attend meetings or conferences.
- Works primarily during normal business hours with occasional evening and weekend commitments.
- Constantly required to use hands to handle or feel objects and to keyboard.
- Frequently required to sit, talk, write, listen, read, use a computer and talk on the phone.
- Subject to frequent interruptions.

- May infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.
- The employee is infrequently required to lift and/or move up to 15 pounds.
- The noise level of the office is usually moderate.

Supervision Received and Exercised: The Aging Services Program Manager works under the supervision of the Assistant Director, and will receive guidance and support on service delivery and quality from the Assistant Director and Director. The Aging Services Program Manager exercises supervision of the Community Outreach Coordinator, Resource Specialists and the Veteran Directed Care Program Care Coordinators. The incumbent also assists with the coordination, support and oversight of volunteers working with the team.

Knowledge, Skills, and Abilities:

Knowledge of:

- Common concerns and needs of older adults and their families & caregivers, people with disabilities and veterans
- Program development, budgeting, implementation and evaluation methods, procedures and best practices
- Case management approaches and techniques, including person-centered planning and service delivery
- Data management and reporting principles and best practices
- Personnel management and team leadership principles and best practices
- Public benefits and local community services, including eligibility and application processes

Skills and Abilities to:

- Learn, understand and demonstrate competency with Older Americans Act guidelines, Information & Referral/Assistance and VDC Program protocols, procedures and best practices
- Use knowledge, experience and understanding of the agency mission to build and sustain successful programs and lead and support program improvements
- Demonstrate effective team building and decision-making skills
- Work closely with team members, other staff and service providers to ensure high quality service delivery and monitor service usage/expenditures
- Grow staff competencies and encourage professional development
- Provide excellent customer service using strong interpersonal skills
- Build and maintain appropriate and effective interpersonal relationships with supervisor, team members and other staff; interact in a pleasant, professional and respectful manner with clients, families and caregivers, other service providers, volunteers and the general public
- Communicate effectively, both verbally and in writing
- Problem-solve, advocate, negotiate and mediate in partnership with and on behalf of clients
- Organize work in a way that balances and prioritizes the needs of clients, maximizes efficiency, ensures deadlines are met, supports team collaboration and allows for the timely completion of required documentation

- Accurately, thoroughly and professionally document work, including all required forms, case notes and electronic data entry, in a timely way; assure same for team members
- Work calmly, efficiently and effectively under pressure and in a fast-paced environment
- Proficiently operate a personal computer and common computer applications such as Microsoft Office and government databases
- Exercise independent judgement and decision-making in completing daily tasks
- participate in community efforts to improve the community-based service system

Education and Experience:

Social work or other human/social services degree preferred, but not required. Minimum five years' experience providing staff supervision and team leadership, and managing programs for older adults, people with disabilities and/or veterans. Or, any equivalent combination of experience and training which indicates possession of the knowledge, skills and abilities listed.

ACTION	DATE	REFERENCE
Adopted	8/1/90	Commissioners Minutes
Revised	6/15/00	Salik recommendation
Revised	7/1/14	HR Salary Recommendation Transmittal Signed 5/28/2014
Revised	6/19/17	Position Grade Changes Effective 7/1/2017 (FY18)
Revised	8/25/20	Commissioners' Minutes

I have received, reviewed and understand the position description above. I further understand that I am responsible for the satisfactory execution of the essential functions described therein under conditions as described.

Employee Signature _____
Date

Printed Name