

## AGING PROGRAM MANAGER I

This is administrative and supervisory work in directing a staff of specialists in the provision of consultative services related to statewide planning, program integration, and advocacy in the Division of Aging. Employee serves as the Chief, Plans and Policy Section in the Division of Aging, and work involves providing overall direction to assigned program areas including the long term care ombudsman program, the training program, the legal services program, and the resource development program, and for the development of the State Plan on Aging. Employee is responsible for ensuring an appropriate level of services in assigned programs including implementing program revisions in response to changing legislation, policies, and needs, and advising the Assistant Secretary on the development and implementation of plans for interagency coordination and new program initiatives. Employee reports to the Deputy Director.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Work requires analysis of staff and budgetary requirements necessary for achieving goals and objectives in assigned program areas on an annual basis. Employee also serves as the lead staff planner for the Division and is responsible for advising management on the integration of program plans.

Organizing and Directing - Employee structures work assignments for staff supervised, monitors work activities, and revises assignments based on changes in program emphasis or in order to adjust to program demands.

Budgeting - Employee develops budget proposal for assigned programs, presents justification to supervisor and Division management, and monitors approved budget. Employee is responsible for reviewing budget proposals for all federally funded programs in the Division, suggesting necessary revisions, and approving submission to the Administration on Aging.

Training - Work requires the determination of subordinate staff training needs and making arrangements for use of existing resources or providing justification to supervisor for allocating funds for that purpose. Employee participates in the development of the Division staff development plan.

Setting Work Standards - Employee prepares recommendations concerning the establishment of work standards for subordinates based on program goals, objectives, and operational requirements and discusses with supervisor to ensure consistency with established Department and Division policies, informs subordinates of standards, and ensures that work plans incorporate work standards. Employee monitors the work process to determine if changes and/or revisions of standards are necessary.

Reviewing Work - Employee reviews accomplishments of the work unit and individual employees through review of activity reports, formal conferences, and informal discussions to determine consistency with goals, objectives, policies, and procedures. Employee conducts quarterly self-assessments of the unit based on the objectives and action steps specified in the management plan in order to take any necessary corrective action prior to federal assessments.

Counseling and Disciplining - Employee resolves informal complaints, problems, and grievances and refers formal grievances or severe disciplinary problems to supervisor with recommended course of action.

Performing Other Personnel Functions - Employee interviews applicants for positions supervised and makes recommendation to the Deputy Director concerning hiring decisions. Employee provides input on decisions concerning promotions and salary adjustments for individuals supervised.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Areas of responsibility are occasionally affected by changes in legislation, policy, and/or program emphasis requiring consideration of the appropriate reallocation of available resources.

Variety of Work Supervised - The primary focus of work supervised is on the provision of services supporting the improvement of and advocacy for long term care for the elderly. Employee exercises both technical and administrative supervision.

Number of Employees Responsible For - Employee is responsible for five professional staff and two support staff members.

III. EXTENT OF SUPERVISION RECEIVED: Work is reviewed by supervisor through activity reports, conferences, and discussions to determine success in achieving established goals and objectives and compliance with established policies and procedures. Recommendations concerning significant changes or adjustments in work plans are reviewed by supervisor.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - Subordinates observe normal work hours with occasional involvement in meetings held after work hours.

Fluctuating Work Force - Work force supervised is basically stable.

Physical Dispersion of Employees - Staff supervised work in a central office.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of the service delivery components of the long term care system, of legislation concerning the delivery of services, and the basic patient rights of the aged. General knowledge of all programs and services available for the elderly and their interrelationships. Ability to: assign work and supervise subordinates in the implementation of responsibilities; exercise discretion and judgment in interpreting and applying management objectives in regard to policy and planning requirements; and communicate effectively, in oral and written form, with representatives of community organizations, advisory committees, service providers, government officials at all levels, and the general public.

Minimum Education and Experience - A Master's degree in a human service field such as psychology, sociology, public health education, social work, gerontology, and related fields and three years of experience in a human service program, preferably in the field of aging, two of which must have been in an administrative, consultative, or supervisory capacity; a four-year degree in one of the fields referenced above and four years of experience as specified above, two of which must have been in an administrative, consultative, or supervisory capacity; or an equivalent combination of education and experience.