AGING PROGRAM MANAGER II

This is administrative and supervisory work in directing a staff of specialists in the provision of consultative services and administrative review in the planning and operation of programs for the aging under the various titles of the Older Americans Act and related State legislation. Employee serves as the Chief, Program Services Section in the Division of Aging and work involves providing direction to the area program planning process, the evaluation of applications for funding, the monitoring and assessment of programs, and the provision of linkages between the Division and the program it supports. Employee is responsible for ensuring that consultative and technical assistance services are available, structuring the monitoring and program assessment processes, and ensuring that necessary corrective actions are implemented. Employee reports to the Deputy Director.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Work requires analysis of staff and budgetary requirements necessary for delivery of services and for fulfilling work unit responsibilities on an annual basis. This process requires consideration of changes in legislation, policies, or procedures and the resources available from other agencies.

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

Budgeting - Work requires preparation and justification of budget proposal to supervisor and Division management, monitoring of approved budget, and recommending adjustments when necessary.

Training - Employee assesses the training needs of subordinate staff and makes arrangements for their use of existing resources or justifying allocation of funding to support special training activities.

Setting Work Standards - Employee prepares recommendations concerning the establishment of work standards 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 revision of standards are necessary.

Reviewing Work - Employee reviews accomplishments of the work unit and individual employees through review of activity reports and monitoring reports, formal conferences, and informal discussions to determine consistency with goals, objectives, policies, and procedures. Employee also directs the implementation of corrective action plans derived from monitoring reports 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 recommendations to supervisor on 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, policies, regulations, and/or program emphasis requiring consideration of appropriate changes in work processes and reallocation of available resources.

Variety of Work Supervised - The primary focus of work supervised is on the planning, funding, and monitoring of service programs for the elderly. Employee exercises both technical and administrative supervision to program positions and administrative supervision to staff technical specialists.

Number of Employees Responsible For - Employee supervises approximately nine program and technical specialists and one support position.

III. EXTENT OF SUPERVISION RECEIVED: Work is reviewed through activity and progress 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 office hours with occasional involvement in meetings and conferences 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 needs of the elderly, the service delivery components and their operational structure, and their interrelationships. Ability to: assign work and supervise subordinates in the implementation of their responsibilities; exercise discretion and judgment in interpreting and applying management objectives in regard to planning and operation requirements; and communicate effectively, in oral and written form, with representatives of community organizations, advisory committees, area agencies, 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 four 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 five 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.