

Department: Area Agency on Aging
Reports to: Area Agency on Aging Director

General Statement of Duties

Performs professional level work managing, coordinating and administering a program for older adults within the Land of Sky Aging department.

Distinguishing Features of the Class

Employees in this class develop programs and creative strategies to address needs of older adults and/or caregivers. Employee works in a specific program area, and the duties and amount of time spent in each varies but the overall nature of the work is essentially the same. Each employee networks with interdisciplinary stakeholders, participants, providers and volunteers, to build coalitions and community groups to plan and develop programs/services and promote the respective services for the older adults. Employee writes grant proposal(s) and manages/administers grant(s), including contracting with providers and processing payments. Work involves training trainers, training participants, caregivers, volunteers and/or contract providers, as well as building infrastructure through groups, interdisciplinary agencies and committees, and varied promotional activities, and promoting legislation for improved services to the older adult. An employee spend more direct time with participants in problem-solving/resolution or individual plan development i.e. for caregivers, and also in reviewing providers to ensure adherence to the respective program requirements. Client confidentiality must be respected and maintained and discretion is required in giving information concerning regulations and policies of the program to the public. Knowledge of the aging process and resultant trends, needs and issues for older adults in health, caregiving, employment, finances, etc. is required. Employee must be able to work independently; possess good decision-making, problem-solving and organizational skills, as well as written and oral communications skills, interpersonal skills, critical thinking and analytical skills. Work is performed under general supervision of the Area Agency on Aging Director and is evaluated by the attainment of program goals as set forth in the Area Plan on Aging and respective State program requirements.

Duties and Responsibilities

Essential Duties and Tasks

- Develops program plan of work to be included in the overall Aging Work Plan, implements and tracks program progress, assesses needs for expansion, enhancement or other improvements of existing services and initiated new programs/activities working in partnership with local agencies and other stakeholders.
- Provides technical advice to the Director, local planning committees, agencies, community groups, providers, caregivers and others on program issues, strategies for addressing situations and problems, etc. that may work more effectively; researches varied resources for new studies, practices, evidenced based successes, etc. to create and facilitate innovations approaches or improvements in services.
- Networks and builds coalitions with stakeholders in each of the regional counties including non-profits, local agencies, older adults, and/or caregivers involved in the specific program area; meets with advisory committees, community program groups, and/or caregivers, depending on the program responsibility.
- Maintains contact in conjunction with the Area Agency on Aging Director, with county planning committees to advocate for the needs and resources to support programs; collaborates with the State's Division of Aging and Adult Services and other available resources to design, develop and strengthen the respective Program.
- Utilizes varied marketing approaches to promote the program and services and educate the public; may work with Program Assistant in developing flyers, brochures, provide text for the website, articles for the media, ads, etc.; may handle some aspects of marketing directly; promotes and works collaboratively on legislative changes in laws affecting the older adults and caregivers.
- For caregiver program, provides information to caregivers on the varied program services and how to access, counsels and advices on individual plans for themselves; assists in problem-solving/resolution.
- Advocates for policies that create a coordinated, comprehensive service delivery system that supports needs of segment of older adults and/or caregivers being serviced.
- Responds to requests for information from public officials, consumers and providers by phone, email and in person.
- Assists in staffing committees.

- Prepares and submits programmatic reports to the Advisory Council on Aging, the Land of Sky Regional Council policy board and the North Carolina Division of Aging and Adult Services.
- Performs other duties, as directed.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Considerable knowledge of aging process, needs and problems of older adults and various methods and techniques to assist them.
- Considerable knowledge of the Area Agency on Aging and of social services delivery programs and related human services agencies.
- Working knowledge of the physical, economic and social characteristics of the service delivery area.
- Working knowledge of and ability to advocate and facilitate solutions to complex needs and problems of family caregivers.
- Working to more advanced knowledge of computers, and basic to advanced skills in using the personal computer for word processing, presentations, email, Internet and database management.
- Skills in facilitating and collaborating varied agencies, non-profits and stakeholders.
- Skills in analytical critical thinking and problem solving.
- Working knowledge of the relevant State Division of Aging and Adult Services program policies, procedures and grants(s).
- Ability to write grants.
- Ability to establish and maintain effective working relationships with older adults, business, community and professional associates, caregivers, co-workers, supervisors and the general public.
- Ability to communicate effectively in oral and written forms, to listen effectively and to make presentations.
- Ability to multi-task, to prioritize duties and manage time effectively.
- Ability to seek and secure financial and programmatic resources from providers may be required.
- Ability to maintain composure and work cooperatively under pressure with public officials, staff, providers and the public.

Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances.
- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

Physical Requirements

- Must be able to perform the basic life operational skills of kneeling, walking, talking, hearing, and repetitive motions.
- Must be able to perform work exerting up to 20 pounds of force occasionally, up to 10 pounds for force frequently, and/or a negligible amount of force frequently or constantly move objects.
- Must possess the visual acuity to prepare and use data or figures, to read extensively, and to operate a computer.

Desirable Education and Experience

- Graduation from an accredited university with a master's degree in gerontology, social work, sociology, public policy or other closely related field and considerable (minimum of five years) experience in aging and Long Term care. An equivalent combination of experience and training may be considered.

Special Requirements

- Possession of a valid North Carolina driver's license and access to a car on a regular basis that may be required in the performance of work.