

## PROGRAM ADMINISTRATOR (AGING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, and in compliance with Federal and State regulations, an incumbent of this class is responsible for coordinating and directing the day-to-day administration of various in-house activities and/or subcontracted programs to meet service needs of senior citizens and enhance their quality of life. Various programs include Support Management Systems, Community Affairs for the Elderly and Long-Term Services for the Elderly. Responsibilities include developing, monitoring, and reporting program activities, supervising and coordinating training, and coordinating systems development for service providers in the Aging services network. Supervision may be exercised over subordinate staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Coordinates daily program services tailored to meet the needs of senior citizens in compliance with Federal and State rules, regulations and mandates;

Provides administrative support to the Commissioner and assists in the development of new programs, departmental policies and goals and acts as a liaison for the department to subcontractors, general public, employees, other county departments and private industries;

Assesses the needs of the aging population, evaluates client satisfaction, and stimulates program development to meet their needs and enrich the quality of life for seniors;

Investigates new funding sources and develops proposals for funding allocations to ensure the efficient utilization of resources;

Researches, negotiates and develops subcontracts with agencies and municipalities to facilitate comprehensive service systems to benefit seniors' standard of living;

Provides technical assistance to subcontractors by designing and conducting training programs in order to improve services to the senior population and monitors their performance to ensure compliance with mandated guidelines;

Solicits educational and informational materials to promote public understanding, interest, awareness and participation in sponsored services; designs publications for dissemination;

Conducts surveys, evaluates programs and assesses operations to ensure high quality standards at the most cost effective level;

Prepares status reports for contracted services, bid documents, contracts and state aid applications;

Compiles demographic and statistical data for the analyses of existing program elements and services, to enhance and/or modify programs and/or service delivery services, and in the preparation of departmental and mandated reports;

Supervises administrative support staff by delegating, reviewing and evaluating work; assists in the evaluation of staff development needs;

Assists in policy formulation and recommends alternative procedures and implementation of new initiatives to secure efficient operations;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Assists in budget preparation in area of assignment;

Coordinates and directs special events and fundraising activities to attract seniors and stimulate media interest;

Serves on interest and advisory groups (i.e., Aging Advisory Council Employment Committee, Enrichment Committee, Westchester Community College, Mainstream Retirement Institute and Retired Service Volunteer Program) to maintain a learning network designed to promote and identify the needs of Senior Citizens;

Keeps abreast of new developments in the field and communicates pertinent information to staff to enhance the effectiveness and efficiency of services;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of program development and administration; thorough knowledge of Federal, State and local laws, rules and regulations applicable to services and programs for senior citizens; thorough knowledge of support service networks for senior citizens; thorough knowledge of evaluation and assessment methods; good knowledge of the principles of the Older Americans Act and related Federal and State regulations; ability to communicate effectively orally and in writing; ability to maintain effective working relationships with subcontractors, community and corporate leaders, and other County departments; ability to motivate and encourage individuals; ability to supervise the work of others; ability to learn the goals and objectives of the Department of Senior Programs and Services; ability to effectively use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; creativity; good judgment; tact; initiative; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Bachelor's Degree\* and four years of professional experience in the area of senior citizens programs, three years of which must have involved grant and program planning, development, and administration.

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Master's Degree may be substituted for one year of the above experience.

\*NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.