PROGRAM ADMINISTRATOR (SUPPORT SERVICES FOR THE
ELDERLY– SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for designing, developing, coordinating and monitoring in-house and/or subcontracted services to ensure they are in compliance with County, Federal and State regulations. The incumbent evaluates activities and outcomes to determine effectiveness and recommend changes to improve services. This position also involves contract negotiation, assistance with new programs and service implementation. The duties require proficiency in both Spanish and English, providing interpretive and information services. Supervision may be exercised over personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Communicates both orally and in writing in the Spanish and English languages;

Review resolutions, contracts and Notice of Grant Award letters;

Supervise assigned contractors with the completion of the program applications and provide approval of completed documents;

Provide assistance with contract processing through the County's contract approval and execution process;

Monitor subcontractors' services to the elderly for qualitative and quantitative performance and compliance with regulatory, grant, programmatic and contractual requirements;

Research alternate funding sources and complete proposals;

Analyze the ongoing performance and impact of programs and develops plans, methods, and procedures to correct or improve programs;

Develops and plans objectives and initiatives for Support Services designed to meet client needs and stay in compliance with regulatory mandates;

Designs, develops, and supervises survey methods and evaluates existing support services programs and activities to ensure senior needs are met and management objectives achieved;

Establishes guidelines for implementing departmental and mandated policies and programs as they relate to Supportive Services for the Elderly;

Designs, develops and supervises the training and development of staff and supportive services workers funded by the Department of Senior Programs and Services;

Designs and develops program evaluation reports by monitoring the delivery of services and recommends appropriate modifications as required;

EXAMPLES OF WORK: (Con't)

Prepares and disseminates information regarding support service programs to the senior community;

Reviews, organizes and coordinates all aspects of contract negotiations and monitors subcontractors' services to the elderly;

Coordinates the preparation and maintenance of records with overall needs of the Department for reporting purposes;

Represents the Department with community groups and various professional groups and agencies to explain services and achieve close coordination of services for the elderly;

Attends meetings and committee meetings to keep abreast of the current needs of the targeted population;

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

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of federal and state laws, rules and regulations relating to service programs for the elderly; thorough knowledge of the health and social problems of the elderly and the community's perception of these matters; good knowledge of local social service agencies providing services for the elderly; good knowledge of the goals, objectives, policies and procedures of the Department of Senior Programs and Services; good knowledge of methods of research, evaluation and assessment; ability to identify potential program problem areas and to formulate and recommend workable solutions; ability to prepare detailed and concise written reports and procedures; ability to gather and organize pertinent data and to draw appropriate conclusions; ability to negotiate contract terms and agreements; ability to conduct research by gathering pertinent data, organizing it, analyzing it and compiling it into reports addressing an assigned issue; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, e-mail and database software; ability to establish and maintain effective relationships with staff, professionals and program officials; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish Language Proficiency Test; ability to communicate effectively in English, both orally and in writing; sound judgment; tact; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and either (a) five years of social services experience including 3 years relating to the problems of the elderly; or (b) a Master's Degree* and 3 years experience as stated in (a) above two of which must have been in the area of senior citizens problems; or (c) a satisfactory equivalent combination of the foregoing training and experience as defined by the limits of (a) and (b).

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

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

West. Co.   Job Class Code: C3072
J.C.: Competitive   Job Group: XII
MQT5