

## PROGRAM COORDINATOR (AGING)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of the Director, incumbents develop, administer, and evaluate programs and services for the aging in order to ensure compliance with contracts, procedures, laws and regulations, and to improve the quality of life of seniors and enable them to remain in the community. Responsibilities include assisting the Director in developing comprehensive new programs and initiatives, reviewing, evaluating and recommending changes to existing programs and services, planning for program implementation, and promoting a coordinated and comprehensive system of services for the elderly to ensure delivery of quality services, especially to those with the greatest economic and social need. Incumbents administer a number of programs for the elderly and develop and implement case management and in-home services to lower income seniors either directly through staff or through subcontracts with municipalities and agencies. Additional responsibilities include promoting activities to delay premature deterioration and inappropriate use of institutional and other resources. Supervision is exercised over subordinate administrative, supervisory, support, clerical staff, and volunteers. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Administers, supervises and develops comprehensive programs, services, policies and procedures to meet the needs of the elderly;

Supervises and conducts studies to determine service needs of the elderly, identifying gaps in services and resources and developing initiatives to meet those needs;

Develops and implements advocacy initiatives to promote changes in legislation, regulations, public policy, and the private sector, to address the needs and priorities of seniors and their caregivers;

Understands, interprets and integrates Federal, State and local laws and regulations governing the provision of services to the elderly, keeping management apprised of changes and impact;

Assists the Director in preparing, analyzing and monitoring the annual budget, participating in short and long-term planning efforts;

Negotiates, develops and manages contracts for aging programs and services;

Directs the planning, organization and coordination of community agency programs through liaison with each subcontracting agency or municipality;

Represents the Office for the Aging with community groups, individuals, other agencies and public officials to explain programs and policies;

Supervises, trains, evaluates and develops professional and support program staff to ensure program goals and objectives are met;

EXAMPLES OF WORK: (Illustrative Only) (Con't)

Oversees and evaluates the operation of services on an on-going basis to ensure they are accessible, effective and timely;

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

Serves as a liaison with a variety of coalitions that deal with issues that impact the elderly;

Supervises the development and maintenance of appropriate files, records and other documentation;

Plans meetings to inform professionals in the Aging Network of methods of addressing the unmet needs and priorities of seniors, including the preparation of printed materials for distribution;

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

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of program development and administration; thorough knowledge of the principles and techniques used in coordinating the delivery of services for the elderly; thorough knowledge of the principles and practices used in developing budgets and contracts; thorough knowledge of community resources available to the elderly; thorough knowledge of evaluation and assessment methods; thorough knowledge of the Older Americans Act and related Federal and State regulations; good knowledge of the goals and objectives of the Office for the Aging; skill in the use of computer applications such as spreadsheets, word processing, e-mail, and database software; ability to plan, supervise and evaluate the work of professional and support staff; ability to integrate program changes with ongoing operations; ability to develop and maintain effective working relationships with government agencies, service providers, and the public; ability to develop and utilize management systems to ensure effective and efficient operations; ability to understand and interpret complex written regulations; ability to communicate clearly, both orally and in writing; tact; initiative; discretion; resourcefulness; creativity; sound professional judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and six years of experience in the development, analysis, or control of service delivery systems, programs or operations, including responsibility for grant or contract management, three of which must have been in the area of programs for the elderly, and two of which must have been at an administrative or managerial level.

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Master's Degree\* in Gerontology, Social Work, Public Administration or Counseling may be substituted on a year for year basis for up to two years of the above stated experience, exclusive of the specialized program and administrative/managerial experience.

\*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 Education Department as a post-secondary, degree-granting institution.