

PROGRAM COORDINATOR (RESEARCH AND DEVELOPMENT – SENIOR PROGRAMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs research and analyses on trends relating to the senior citizen population in Westchester County to develop and coordinate new programs to address the needs of these residents, as well as their caregivers. Responsibilities involve performing in-depth studies of demographics, socio-economic factors and other trends affecting this segment of the population, and performing both statistical and needs analyses from resultant findings. Substantive consultation with the Commissioner of Senior Programs is maintained in discussing the pursuit of initiatives and to ensure the design and coordination of new programs is effectively addressing the unmet and evolving needs of senior citizens. An incumbent of this position is also charged with responsibility for identifying and soliciting new funding sources and in developing private-public partnerships. Consultation with and substantial liaison is established and maintained with community based and non-profit organizations, area businesses, and other stakeholders to develop strong working relationships and develop a network of volunteers within the community to provide services covering a broad spectrum of senior living issues. Technical guidance and leadership is provided to participating sponsors to resolve programmatic and operational issues and to ensure effective coordination of program services. Supervision may be exercised over staff support and clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Performs in-depth research and complex socio-economic and demographic statistical analyses on issues affecting senior citizens and their caregivers such as housing, care giving, transportation, and health and wellness;

Evaluates research findings and reviews all departmental programs and services to identify the needs of community residents that are not covered by existing services and/or governmental funding;

Develops new programs in collaboration with community and private partners with a view towards bridging the gap between local, state and federally funded programs and the unmet needs of senior residents;

Collaborates with public and private partners in developing program models to address gaps in services for senior citizens; introduces new programs in the community to meet those needs; evaluates program feasibility and sustainability based on community participation and funding as well as feedback from the senior community and their constituents;

Coordinates the “Livable Community” program consisting of over 200 public and private partners and numerous volunteers who provide services and programs to assist seniors;

Works with designated regional coordinators to manage the activities of participating volunteers and to ensure that programs are being properly managed;

Maintains close relationships with area colleges, high schools and community organizations to develop a pool of volunteers to participate as part of a livable community as well as provide students with valuable community outreach experience;

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

Serves as a Seminar Field Instructor by providing supervision to social casework students to ensure they are appropriately trained in accordance with all NYS guidelines;

Develops competencies for students studying social casework as required by the Council of Social Work education and prepares a comprehensive evaluation of students' progress;

Meets with student advisors of various participating colleges and universities three times a semester to discuss the progress of their students and to ensure adequate performance;

Trains community partners in providing services to seniors to ensure established program measures are effectively carried out;

Solicits and locates non-traditional public, private and non-profit funding sources through substantial community liaison and outreach;

Serves as a representative of the department and the County within the community, as well as at local, state and national conferences, meetings and seminars,

Keeps abreast of current and proposed legislation regarding seniors and initiates studies and program enhancement and/or development as needed;

Keeps detailed reports of program activities for reporting purposes and statistical trend analysis;

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

Performs 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 the principles and techniques of conducting research utilizing a variety of statistical models; thorough knowledge of the Older Americans Act and related Federal and State regulations; thorough knowledge of evaluation and assessment methods; good knowledge of community resources available to the elderly; good knowledge of the principles of public administration; good knowledge of data collection techniques; familiarity with departmental program operations, goals, and objectives; ability to design effective questionnaires, reporting procedures, and statistical tables; ability to integrate program changes with ongoing operations; ability to convey factual and analytical information in both oral and written reports; ability to organize and analyze data; ability to establish and maintain effective working relations with lay and professional associates; ability to plan and carry out program studies; 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; initiative; creativity; resourcefulness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Licensed Master of Social Work Degree* and certification in Seminar in Field Instruction (SIFI) issued from New York State and three years experience in the development, analysis, or control of service delivery systems, programs or operations, two years of which must have involved programs for the elderly, and one year of which included or was supplemented by the performance of research and statistical analysis.

SPECIAL REQUIREMENT: Must maintain license and registration as an LMSW throughout the course of employment in this title.

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

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