

JOB DESCRIPTION

TITLE: DIRECTOR OF AGENCY PROGRAMS

HOURS: Full Time, exempt position (35 hours per week)

GENERAL DESCRIPTION:

Under the direction of the Executive Director, the Director of Programs has full administrative and oversight responsibility for the operations of the Agency's direct services, including those offered through Social Services, the Health Insurance Counseling and Advocacy Program (HICAP), the Volunteer Recruitment Program/Volunteer Center of the Redwoods (VCOR); the Long Term Care Ombudsman Program and other direct services that may be developed or offered from time to time through grants and one time only funding.

SPECIFIC DUTIES:

1. Supervise the Social Services Manager; oversee program operations; and plan for and ensure the continued development of the Social Services Program.
2. Supervise the HICAP Manager; oversee program operations; and plan for and ensure the continued development of the HICAP Program.
3. Supervise the Volunteer Recruitment Manager; oversee program operations; and plan for and ensure the continued development of A1AA's Volunteer Programs.
4. Supervise the Long-Term Care Ombudsman Program Manager; oversee program operations; and plan for and ensure the continued development of the LTCOP.
5. Assume primary responsibility to assure the regular evaluation of all programs for service effectiveness and client satisfaction.
6. Assure that an annual, comprehensive public relations and program outreach plan is developed, effectively implemented, and tracked for outcomes for agency's direct services.
7. Actively participate as a member of Leadership Team of the A1AA. This includes participating in process of oversight and decision making as it relates to human resources and employee benefits, strategic planning, agency budgets, agency liability, and risk management; and providing recommendations, information, and feedback on the development of and revisions to policies and procedures.
8. Responsible for a comprehensive strategy for program development, including:
 - Long-range planning for program enhancement and development.
 - Oversight, direction, and review of program specific grant and proposal writing and/or accomplish grant and proposal writing personally.
 - Oversight for program-specific grant award implementation and management.

9. Maintain a cooperative relationship with the public and other senior and disability service organizations and keep staff and the Leadership Team informed of issues that impact these populations.
10. Participate in Agency Board Meetings as requested and represent Agency on community committees and boards as appropriate or as assigned. Provide regular monthly updates on agency service activities and outreach events to Board.
11. Assist managers and provide oversight in developing and monitoring A1AA direct services budgets.
12. Responsible for development, implementation, and assessment of annual professional development trainings for supervisors and managers.
13. Work with program managers to ensure regular staff trainings as appropriate for direct service staff.
14. Plan and conduct staff/managers meetings as needed or requested.
15. Responsible for recruiting, training, and evaluating program managers and for overseeing their efforts at recruitment, training, and evaluation of direct services staff.
16. Keep current on all State & Federal program regulations, goals, and emphasis areas as they relate to the direct services of the agency.

QUALIFICATIONS:

Bachelor of Arts degree and five years of administrative or adult social service experience in a community planning, health, or human service agency with responsibility for supervising management and direct services staff required. Master's degree in social work or relevant field preferred.

Relevant administrative experience in a community planning, health, or human service agency, with management-level responsibility, may be considered in lieu of a degree.

KNOWLEDGE:

Thorough knowledge and demonstrated understanding of the principles and practices of grant management, planning practices, evaluation methods, and program development techniques. Familiarity and experience with the principles of budgeting, organizational program development, standard non-profit operating procedures, and human service programs in Del Norte and Humboldt Counties. Knowledge of social or health services provision, problem resolution techniques, and casework principles is essential. Knowledge of senior and caregiver support programs and services, and programs that serve people with disabilities, in Humboldt and Del Norte Counties would be an asset.

Demonstrated experience and success in the following areas is essential:

- Personnel management, supervision, and development
- Program planning, evaluation, and project management
- Budget development and management
- Data or information management and quantitative analysis
- Grant and proposal writing
- Public relations and public speaking
- Community development and organization

DEMONSTRATED ABILITIES REQUIRED:

Excellent written and oral communication skills. Excellent planning and organizational skills; ability to coordinate multiple projects and direct the work of others; maintain accurate records; display consistent and excellent attention to detail; ability to consistently exercise good judgment; ability to

anticipate, analyze, and solve problems. Must be self-motivated and self-directed while adhering to Agency policies and guidelines.

Ability to understand and interpret federal and state regulations and guidance, program manuals, contract language, and budgets. Ability to design, manage, and evaluate programs; ability to effectively utilize data and related quantitative information; ability to train staff in complex knowledge and skills.

Ability to communicate with older adults and their caregivers/families, demonstrating sensitivity and a respect for dignity and self-determination. Ability to advocate for older adults, people with disabilities, and their caregivers. Ability to function as a cooperative and flexible team member and interact professionally with people of diverse backgrounds.

OTHER REQUIREMENTS:

Competency with computers required, including proficiency in Microsoft, Google, Adobe Acrobat Professional, and Internet use. Ability to travel independently within the bi-county area required.

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Physical Requirements:

- Ability to work on multiple tasks.
- Pleasant and clearly understandable phone voice.
- Ability to sit at a desk for up to one hour at a time.
- Ability to lift and/or move up to 15 lbs.
- Ability to operate computer and other equipment in the office necessary to the position.
- Must have sufficient mobility to move around Agency sites, contractor sites, and to interact with the community freely.
- Ability to bend and stoop to file and shelve.

In the event of a community or agency disaster, job duties and responsibilities may change as directed by the Executive Director or other authorized agency representative. These duties would be related to assisting our client population, senior service providers, the agency, or other community organizations, in disaster and recovery operations, following the agency disaster plan.