PROGRAM MANAGER
(Elderly Services)

Must have the physical, developmental and mental ability to perform job tasks, work efforts, responsibilities and duties of the job illustrated below:

MAJOR FUNCTION

Responsible supervisory and administrative work directing a service program within the Elderly Services Division of the Human Services Department.

ILLUSTRATIVE DUTIES

Responsible supervisory work directing program staff activities of the client intake, eligibility and case management programs. Plans, directs, reviews and supervises daily Case Management tasks and related assignment of staff. Coordinates, reviews and evaluates the program services, needs, efficiency and effectiveness from various data/information for ensuring or coordinating program services and assistance with other related community, county, state and federal agencies and programs. Coordinates program services and acts as client assessment and eligibility liaison with other Division Supervisors (i.e., Adult Day Care, Nutrition Program, and Transportation.) Makes recommendations and/or assists staff employees with unusual program service problems and/or circumstances.

Guides and advises Senior Case Management Coordinator and Registered Nurse regarding alternatives for client program needs or kinds of assistance available. Reviews staff work affecting Case Management, intake and assessment, to ensure appropriate aging program services, methods, techniques, requirements, practices and procedures, laws, rules and regulations are followed. Ensures appropriate case load work assignments, making work schedules/load changes as necessary. Ensures that county wide program services are meeting needs of eligible individuals. Makes recommendations for the expansion, reduction or revision of program service needs and/or requirements as necessary. Assures that Division policies and procedures are communicated to and used by staff to identify clients’ service needs, requirements and alternatives. Interprets program service requirements and oversees program work efforts. Locates and/or secures aid and assistance from other area agencies. Participates in Special Care Shelter assignments as required.

Plans, directs and supervises staff performance, work tasks and functions including staff training.
PROGRAM MANAGER
(Elderly Services)
(Continued)

ILLUSTRATIVE DUTIES (continued)

May conduct and/or attend staff conferences. Prepares comprehensive reports, relative correspondence and memorandums. Prepares program budget for Section budget preparation. Assists the Elderly Services Director with the preparation of grant program narrative(s) and service objectives for budget and related grant program information/requirements. Oversees program service expenditures and monitors budget tracking reports to ensure appropriate expenditures versus allocations.

Participates with Contract Compliance in all case management related monitoring visits; reviews, reports and prepares responses and/or implements any changes required. Acts as liaison and administrative manager for the program services assigned, reporting to the Elderly Services Director unusual problems or issues. Works with program personnel to improve and enhance delivery of program services. Engages in public speaking, forums and aging related panel activities as necessary. Develops and implements reporting procedures for compliance with all regulations associated with Older Americans Act (OAA), Department of Elder Affairs (DOEA), West Central Florida Area Agency on Aging (WCFAAA) to include Client Information and Tracking System (CIRTS). Develops, implements and oversees sub-contractors, monthly, quarterly and annual delivery of services and completion of required reports. Works with Contract Compliance to schedule and perform sub-contractor program performance monitoring evaluations.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of program service methods, techniques and applicable processes. Knowledge of applicable county, state and federal rules, regulations and laws relative to social services agencies and resources. Knowledge of fiscal reporting systems and budget preparations. Ability to plan, assign and supervise the work of others. Ability to use good judgment in administrative and personnel situations and make independent decisions. Ability to establish an effective working relationship with employees, the public and officials. Ability to communicate effectively both orally and in writing. Ability to develop and conduct staff training.

MINIMUM QUALIFICATIONS

Graduate of an accredited four (4) year college or university with major course work in a related field and have a minimum of five (5) years related program work experience including one (1) year of supervisory or administrative management experience.
MINIMUM QUALIFICATIONS (continued)

Must have a valid driver’s license and be able to secure a valid Florida Driver’s License at the time of employment within this classification.

A comparable amount of training and related experience may be substituted for the minimum qualifications.

SPECIAL REQUIREMENTS

Must be able to provide own daily transportation and minimum of Personal Injury Protection (PIP) insurance required to perform daily work assignments.

Must be able to meet West Central Florida Area Agency on Aging certification requirements and successfully complete required training.

Will be required to work at various locations throughout the county.

May be exposed to safety hazards and infectious diseases including HIV and Hepatitis A and B viruses.

All new Elderly Services Division employees must undergo Level 2 (FDLE) screening submitted electronically before commencing work and every 5 years thereafter and attest, upon hiring, that they meet the requirements for employment and agree to inform the employer immediately if arrested for any disqualifying offense.

This position may be required to report for work when a declaration of emergency has been declared in Polk County.