

ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description



Job Title:	Senior and Disability Services Program Director		
Department:	Senior and Disability Services (SDS)		
Location:	Central Point, OR		
Reports to:	Executive Director	Travel Required:	Yes
Last updated:	2/16/2024	Classification:	23
Direct Reports: SDS Program Supervisor, Behavioral Health Specialist(s), Program and Advocacy Coordinator, Lifelong Housing Project Specialist, Office Specialist	Type of position: Full-time Part-time Limited Duration On-Call Intern	Hours: 40 hours/week Exempt Non-exempt	

GENERAL DESCRIPTION

Under the umbrella of the Rogue Valley Council of Government's designation as the Area Agency on Aging (AAA) for Jackson and Josephine Counties, provides organizational management and leadership of the Senior and Disability Services Program. Develops and implements policies, procedures, and financial strategies for a comprehensive service delivery system for seniors and adults with disabilities in the region, including Older Americans Act (OAA), Oregon Project Independence (OPI), Aging and Disability Resource Connection (ADRC), and other state and federally funded activities. Develops, implements, and tracks the departmental budget, seeks new financial resources to support existing and expand service delivery, and closely monitors service unit tracking as required by federal, state, and grant funding.

ESSENTIAL JOB FUNCTIONS

1. Responsible for ensuring that the pertinent requirements of the Older Americans Act (OAA) and Oregon Revised Statute Chapter 410 are met by the department.
2. Works in collaboration with the Senior Nutrition Program Director to ensure that the larger roles and responsibilities of the AAA are fully met and accurately represented locally and at the state level, including the preparation of the Four-Year Area Plan and annual updates.
3. Develops, manages, and monitors the department's annual budget, and consistently seeks ways to improve the department's fiscal standing by developing new financial resources and implementing new programs.
4. Manages subcontracts for SDS services including adherence to Oregon Public Contracting Code.
5. Actively manages the implementation of the department's varied projects and programs, including OAA programs, Oregon Project Independence (OPI), Aging and Disability Resource Connection (ADRC), behavioral health, a wide variety of evidence-based and evidence-informed programs, Lifelong Housing, and the Disaster Registry.
6. Manages departmental workload and adjusts staffing as necessary to ensure that public funds are used effectively, efficiently, and in adherence to the adopted budget and funding restrictions.
7. Develops and maintains a long-term departmental strategy that aligns with the organizational mission and ensures the continued viability of the SDS department. Ensures that direct service delivery to seniors and adults with disabilities in Jackson and Josephine Counties is the foremost SDS priority and that the maximum funding possible is dedicated to that purpose.
8. Monitors and modifies internal controls to ensure compliance with RVCOG, state, and federal expectations for service delivery, fiscal operations, and service unit reporting.
9. Manages continuous quality improvement efforts to improve service delivery, trend identification and analysis, and program planning and efficacy.
10. Manages the development and implementation of departmental policies, operational plans, procedures, and business models.

11. Fosters a collaborative working relationship with staff, ensuring that they have the opportunity to provide meaningful contributions to program planning and implementation.
12. Utilizes a combination of best practices, evidence-based and evidence-informed models, and proven methods to achieve measurable program outcomes.
13. Under contract with the state, performs the duties of chief administrative official for the Medicaid program in Jackson and Josephine Counties. In collaboration with regional Aging and People with Disabilities (APD) Medicaid staff, ensures the most efficient and seamless coordination possible of Area Agency on Aging (AAA) services in southern Oregon.
14. Collaborates with the RVCOG Executive Director on all major policy decisions, keeps them informed of ongoing issues and developments in SDS programs, APD branch offices, and at the local, state, and federal level.
15. Ensures adherence to AAA performance requirements related to the Senior Advisory Council (SAC) and the Disability Services Advisory Council (DSAC) including providing legislative and programmatic updates, facilitation of training, and assistance with recruitment of representatives, meeting schedules and agenda preparation, creation and adoption of bylaws, development of work plans that focus on program and service-related issues and advocacy, and administrative support.
16. Effectively advocates in support of programs that enhance the lives of seniors and adults with disabilities in the Southern Oregon region; provides testimony on social service legislation and briefs legislators and others in positions of political leadership.
17. Proactively maintains and expands partnerships with city, county, state, and federal departments, non-profit agencies, governmental entities, funders, academic institutions, community partners, including CCO's, and nontraditional partners.
18. Serves as an active and contributing member of the RVCOG leadership team.
19. Develops and provides presentations to community members, advocacy groups, city and county officials, and other constituent groups.

AUXILIARY JOB FUNCTIONS

1. Other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Provides supervision of department staff.

SUPERVISION RECEIVED

Receives supervision from the Executive Director.

RELATIONSHIP TO OTHERS

Maintains close contact with the Oregon Association of Area Agencies on Aging and Disabilities (O4AD), the National Association of Area Agencies on Aging (n4a), peer professionals, including fellow AAA Directors across the state, Oregon's Community Services and Supports Unit (CSSU), various federal agencies, RVCOG member jurisdictions and Board members, local advocacy groups, non-profits, community partners, including CCO's, and consumers.

ACCOMMODATIONS

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.

QUALIFICATION REQUIREMENTS

EDUCATION, TRAINING, AND EXPERIENCE

1. Education: Bachelor's degree in public administration, business administration, organizational management, human services, senior services, or related field.
2. Experience: A minimum of 5 years of managerial experience, preferably in an organization focusing on human services.

3. **Substitution:** Any satisfactory equivalent combination of education, training, and experience which demonstrates the knowledge of, skills, and abilities required to perform the duties of the job.

SPECIAL REQUIREMENTS

1. **License:** Possession of, or the ability to obtain and retain an Oregon driver license by the time of appointment, or otherwise have immediate point to point transportation available.
2. **Vehicle:** Possession of, or permanent access to, a personal vehicle.
3. **Other:** Pass Criminal History Background Check; demonstrate knowledge and proficiency in the use of computer software.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. The dynamics of organizational structures, and program development and implementation processes;
2. Management and supervision principles and practices;
3. Social service programs for the senior and disabled populations, their planning, financing, and management;
4. Federal and state legislation related to service delivery of Senior and Disability Services programs, or the ability to quickly learn;
5. Budget development and fiscal legislation related to Senior and Disability Services programs; and
6. Confidentiality rules.

Related skills:

1. Strong financial management skills, including budgeting, forecasting, and analyzing and interpreting financial statements;
2. Critical thinking and logical problem-solving skills that show creativity and good judgement;
3. Leadership of a team from a servant leadership perspective including staff supervision, hiring, evaluating, motivating, coaching, and fostering performance improvement;
4. Ability to maintain an atmosphere informed by cultural competency by supporting practices focused on inclusion, diversity, equity, and belonging;
5. Exceptional communication skills, both oral and written;
6. Advanced computer skills including Word, Excel, Outlook, database management, and virtual meeting facilitation;
7. Effective listening; and
8. Excellent planning, organizational, and decision-making skills that focus on efficiency, effectiveness, time management, and organizational resources.

Ability to:

1. Effectively advocate for legislation at state and local levels that benefits the senior and disabled population in the Southern Oregon region;
2. Proactively collaborate organization-wide and build positive relationships in a team-oriented working environment;
3. Deliver high quality customer service, to both internal and external customers, in a professional manner;
4. Focus on actions and results to effectively and efficiently create, implement, and communicate new processes;
5. Anticipate department financial needs and work with staff to address issues and ensure that goals are met;
6. Cope with stressful deadlines and perform multiple tasks simultaneously;
7. Proactively plan and lead organizational change and foster conflict resolution;
8. Effectively manage quality improvement processes;
9. Make effective and engaging presentations to groups of any size;
10. Provide oversight to multiple simultaneous projects;
11. Engender trust and credibility with a high degree of integrity and ethical conduct; and
12. Motivate high performance and collaboration by embracing innovative ideas.

PHYSICAL DEMANDS

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: occasionally up to 30 pounds. (3) Vision: constant use of overall vision; frequent reading, close-up work, and exposure to computer screens; occasional color and depth vision. (4) Dexterity: frequent use of keyboard and repetitive motion. (5) Hearing/Talking: frequent hearing and talking, in person, in public, and on the phone. (6) Emotional/Psychological: constant coworker and/or public contact.

WORK ENVIRONMENT

Work is performed in a typical office environment utilizing a computer and a variety of other office equipment. Travel in the two-county area (Jackson/Josephine) is required, travel to other parts of the state can be frequent (monthly or more), and attendance at evening and weekend meetings or events is at times necessary.

ADDITIONAL INFORMATION

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the employee in this job. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge skills, or abilities required of the position. The various responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, service levels and management's decision on how to best allocate department resources. Any shift variations, emphasis or rebalancing of duties, responsibilities and/or assignments does not constitute a change in the job classification.

APPROVED BY: **Ann Marie Alfrey**

Date: 02/21/2024 **Executive Director**

REVIEWED BY: **Adrian Modjeski**

Date: 02/22/2024 **Human Resources and
Administrative Services Director**

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