

AGING SERVICES PROGRAM COORDINATOR II

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility in the Office for Aging for planning, coordinating and supervising a large and complex service component or an assigned special project. An employee in this class is responsible for programmatic and budgetary grant preparation, public relations, public information, staff development and in-service training programs for staff. The work is performed under the general supervision of the Director or Deputy Director with wide leeway allowed in the exercise of independent judgement in planning and carrying out the work of the position. Supervision is exercised over professional and clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Independently plans, coordinates, implements and supervises a complex service component or special project in the Office for Aging;

Analyzes, evaluates and makes recommendations to the Director regarding a variety of agency programs and problems;

Plans, develops and coordinates programs and services for the elderly;

Prepares, analyzes and monitors annual budget and other fiscal and statistical reports including research of funding sources;

Represents the program interests at budgetary and legislative meetings; Writes and submits required programmatic, statistical and budgetary reports, such as grant proposals funding sources;

Develops and implements performance standards for quality assurance;

Develops and participates in liaison activities with public, private and volunteer agencies and committees, including specific program advisory boards, concerned with the elderly;

Develops community awareness of services available to the elderly by employing public relations techniques such as writing news releases, establishing contacts with the media, speaking to groups, and generally interpreting the role of the Office for Aging to the public;

Contacts public officials and community leaders to obtain cooperation and assistance in the development of programs;

Negotiates contracts for services and memorandums of understanding with a variety of service providers and conducts monitoring of programs and delivery of services;

Operates a personal computer to enter and retrieve data, and maintain records and develop reports;

Makes recruitment and hiring decisions of program staff, participants and volunteers;

Monitors the performance of program subcontractors;

Trains and encourages staff development through in-service programs;
Supervises the work of agency employees, interns and volunteers;
Keeps abreast of new developments, programs and techniques in the field of gerontology.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the characteristic needs and interests of the elderly;
Good knowledge of management techniques as they relate to organizing and prioritizing work;
Good knowledge of community agencies, facilities and services which can be used to aid the elderly;
Good knowledge of public information and relations techniques;
Good knowledge of governmental grant writing;
Working knowledge of governmental budgeting procedures;
Ability to empathize with the characteristics, needs and problems of the elderly;
Ability to plan and supervise the work of others;
Ability to communicate effectively both verbally and in writing;
Initiative;
Resourcefulness;
Tact.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college with a Bachelor's Degree including or supplemented by 12 credit hours in human services, sociology, gerontology or closely related coursework and three years experience in community organization or human services*, of which one year must have been in a supervisory capacity; OR
- B) Graduation from a regionally accredited or New York State registered two year college or university with an Associate's Degree and five years experience in community organization or human services, of which one year must have been in a supervisory capacity; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

NOTE: Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Gerontology, Psychology, Sociology, Social Work, Education, Public or Business Administration or a closely-related field may be substituted for the non-supervisory professional experience on a year-for-year basis.

AGING SERVICES PROGRAM COORDINATOR II—contd.

3

*-Human Services experience is that which is involved in the direct delivery of social, economic or emotional support services to people who are having difficulty coping with the pressures and strains of modern life. The experience requires judgment on the part of the individual in dealing with or responding to the client. Teaching experience is not considered human service experience.

Possession of a valid New York State Motor Vehicle Operators license is required at time of appointment.