

AGING PROGRAM COORDINATOR

CLASS CONCEPT

This is program coordination, consultative and administrative work that involves policy development and maintenance, administrative review and training responsibilities for service providers, counties and regional aging programs. Work may involve evaluations of programs and services for the purpose of certification and recertification, ensuring budgetary compliance and assisting with the development of funding sources. Work involves participating with area Agency on Aging staff, local and county service providers, regulatory agencies at both the state and county levels, local government officials, etc. as it pertains to Older Americans Act programs, the Home and Community Block Grant for Adults and related state legislation. Employees may be involved in the development of and/or the interpretation of program rules for the purpose of assuring strong programs and the smooth flow of services. Work involves serving as a statewide coordinator of a major program(s) or program component(s) requiring close coordination with internal Department of Health and Human Services and external state program staff, and with regional, federal and local agency staff, and private sector providers. Employees report to the respective Division of Aging and Adult Services (DAAS) section chiefs.

DIFFICULTY OF WORK:

Variety and Scope – Employees provide coordination, evaluation and monitoring of regional and county aging programs; consultation with program operators and state/local agencies; development and presentation of training to state, regional, and local agencies; policy development/maintenance with all activities related to the provision of services and protections to and for the elderly and in some cases adults with disabilities.

Intricacy – Work requires the analysis of operational plans, operational reports, and other sources of information in order to determine consultation and training needs and compliance with operational policies, regulations, and requirements. Employees provide consultation and technical assistance on complex and sensitive policy issues to State and local agencies as well as private service providers involved in program areas.

Subject Matter Complexity – Work requires an understanding of the needs of the elderly, the operational characteristics of service providers and their inter-relationship, the resources available to support the provision of services, and the federal and state legislation, policies, and procedures affecting the provision of services. Employees must have a general understanding of automated tracking and data gathering systems and how they affect programmatic areas.

Guidelines – Program policy manuals, state and federal program regulations, administrative letters, and service standards are used as guides in policy development, technical assistance, monitoring/evaluation, and coordinative activities.

RESPONSIBILITY:

Nature of Instructions – Employees receive both written and verbal instructions concerning implementing changes in policy and procedures with employees independently scheduling day-to-day activities based on established work plans.

Nature of Review – Daily activities are not subject to review. Special projects, problem consultations, and policy interpretations are carried out independently with occasional review as appropriate by the supervisor and management.

Scope of Decisions – Employees determine the applicability of program regulations, laws, and statutes, which delineate the obligations of providers and recipients who derive benefits from the program areas. Decisions affect area agencies and service providers and their capacity to provide services to the elderly.

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Consequence of Decisions - Misrepresentation of polices can negatively impact delivery of services to clients. Decisions affect the quality of services and implementation of programs at the local level.

INTERPERSONAL COMMUNICATIONS:

Scope of Contacts – Work involves contact with federal, state, regional, and local aging provider staff, along with clients, family caregivers, and the general public.

Nature and Purpose – Employees provide consultation, interpretation, technical assistance and coordination on polices and procedures utilized in the administration of state and federal aging programs. Employees provide leadership in articulating concerns and issues, which influence the administration of aging programs and services.

OTHER WORK DEMANDS:

Work Conditions – Employees work in a regular state office setting.

Hazards – Work requires some travel, and employees are subjected to normal driving hazards.

RECRUITMENT STANDARDS:

Knowledge, Skills, and Abilities

Considerable knowledge of home and community based services and protections and related federal and state agencies.

General knowledge of the issues associated with promoting and maintaining the social, health, and economic well being of older and disabled adults and their families.

Ability to research, analyze, and interpret federal and state laws and regulations and to formulate them into policies relating to aging programs.

Skill in establishing and maintaining effective working relationships with staff from federal, state, and local agencies as well as with clients, general public, and private service providers.

Ability to evaluate programs, polices, and service delivery management issues.

Ability to understand the application of automation to the program areas assigned.

Ability to organize and lead committees and other work groups.

Skilled communicator in oral and written forms.

Minimum Training and Experience Requirements

Graduation from a four-year college or university in a human service field such as psychology, sociology, public health, public health administration, social work, gerontology or related fields, and four years of experience in a human service program, two of which must have been in an administrative, consultative, or supervisory capacity preferably in the field of aging; or an equivalent combination of training and experience. A Master's degree in one of the fields referenced above may be substituted for one year of the required experience.

All degrees must be received from appropriately accredited institutions.

Special Note

This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of position in this class, but may not be applicable to all positions.