



Serving Nevada, Placer, Sacramento, Sierra, Sutter, Yolo & Yuba Counties

**AREA 4 AGENCY ON AGING
JOB DESCRIPTION
PROGRAM MANAGER – INFORMATION AND ASSISTANCE**

DEFINITION

Under the general direction of the Assistant Director, the Information and Assistance (I&A) Program Manager is an exempt employee responsible for activities relating primarily to the coordination and oversight of information and assistance services in a seven county planning and service area. Responsibilities include, but are not limited to:

ADMINISTRATION

- 1) Serve as resource person to contracted I&A providers, providing administrative and program technical assistance, including assistance with software database;
- 2) Conduct periodic (at least annually) onsite monitoring of programs to review program administration, operations, quality of service delivery and contract compliance; submit reports of findings noting significant achievements or problems, and providing recommendations for corrective action;
- 3) Monitor monthly performance reports submitted by I&A providers for completeness, accuracy and compliance with contract requirements;
- 4) Develop training opportunities and resource materials as needed to improve performance or administrative capacity of I&A providers;
- 5) Provide technical assistance to I&A providers regarding fund development activities, including special events and grant writing;
- 6) Provide technical assistance to I&A providers on marketing and outreach planning and implementation;
- 7) Develop and maintain a database of national and state information, which will support local I&A information;
- 8) Provide direct I&A service for complex inquiries and referrals from federal and state agencies, and others as appropriate;
- 9) Assist in implementation of performance standards and development of procedures for ongoing evaluation of program services;
- 10) Participate in agency review of proposals submitted for funding to determine appropriateness of services and proposed objectives;
- 11) Review requests for budget revisions from I&A providers in order to determine programmatic impact of proposed changes; and
- 12) Perform other duties as assigned.

PROGRAM DEVELOPMENT AND COORDINATION



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- 1) Coordinate periodic meetings of I&A service providers to identify and discuss issues of common concern, and to facilitate exchange of information and provide technical assistance;
- 2) Work with appropriate community groups, service agencies, and jurisdictions to promote service coordination and optimum use of all resources available for I&A services;
- 3) Assist I&A providers in development of disaster plan for seniors in their service area, with particular emphasis on homebound, frail elderly;
- 4) Serve as disaster specialist for service providers, maintaining records and disaster plan in state of readiness;
- 5) Serve as liaison to county commissions on aging and other assigned commissions and committees to assist in dissemination and interpretation of Administration on Aging (AoA), California Department of Aging (CDA), and A4AA policies/regulations;
- 6) Carry out assigned responsibilities relevant to the Area Plan; and
- 7) Perform other duties as assigned.

JOB CHARACTERISTICS

This position is administratively responsible to the Assistant Director. The Information and Assistance Program Manager must be self-directed and have the ability to work independently and to organize and initiate tasks. The position requires skills in program monitoring and evaluation, writing, communication, and planning.

EDUCATION/EXPERIENCE

Graduation from accredited college or university with major course work in administration and evaluation, information and assistance, or social service programs. Minimum of two years postgraduate experience in information and assistance, program administration and evaluation, or social service programs that serve the elderly.

SKILLS REQUIRED

- Problem solving and analytical skills;
- Ability to write clearly and succinctly;
- Ability to work and communicate effectively with co-workers, community groups, and service providers;
- Ability to meet established deadlines and time frames, and to work closely with other staff; and
- Computer knowledge and skills (knowledge of IRIS software program desirable).



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OTHER REQUIREMENTS

- Possession of valid California driver's license, access to vehicle; and current automobile insurance;
- Willingness to travel within a seven-county area;
- Willingness to attend meeting in the evenings and occasionally on weekends; and
- Willingness to attend meetings or trainings that require overnight lodging out of town.

CLASSIFICATION

- Exempt, at-will employee;
- Part-time, 20 hour/week position with pro-rated benefits.

RANGE

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