

**Lane Council of Governments
Job Classification**

Job Title:	Branch Manager	FLSA Status:	Exempt
Division:	Senior & Disabled Services	Range:	23
Reports To:	S&DS Program Manager	Last Revised:	August 2000

General Statement of Duties

Plans, organizes and supervises programs for senior and disabled citizens including development and implementation of goals, objectives and service levels; represents the organization at various community and other agency meetings; supervises the work of case managers and supervisor on location.

Supervision Received

Work is performed under applicable policies, guidelines and general supervision. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports and services provided.

Supervision Exercised

Plans, organizes, coordinates, schedules, assigns and evaluates the work of a supervisor and case managers and provides training as needed.

Resource Responsibility

Substantial responsibility for financial and human resources for the Springfield Branch Office. Includes final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines. Approves exceptional TXIX payments for Community Base Care and Special needs.

Essential Job Functions

Plans, organizes and supervises programs for senior and disabled citizens including Medicaid and food stamp eligibility determination.

Plans, organizes, coordinates, schedules, assigns and evaluates the work of Case Managers Supervisor.

Supervises and coordinates the activities of staff in Springfield by planning and organizing workloads and assignments, conducting performance evaluations, resolving personnel matters and providing training to employees to ensure effective delivery of services.

Supervises one first line supervisor.

Implements policies, procedures and performance standards to assure efficient and effective activities that are in compliance with division guidelines, goals and objectives. Reviews and

analyzes existing practices and procedures to recommend improvements and changes as warranted.

Other Job Functions

Responds to inquiries, complaints, problems or emergencies affecting the availability or quality of services.

Attends various meetings and writes a variety of reports related to the work, serves as liaison with state, regional and community agencies.

Conducts special studies or projects as assigned.

Performs other related duties as assigned.

Working Conditions

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Some travel is required in the work.

Knowledge, Skills, and Abilities

Considerable knowledge of principles, theories, and practices related to providing services to senior and disabled citizens.

Considerable knowledge of supervisory principles and practices.

Considerable knowledge of legal requirements, standards, regulations, and laws applicable to programs for senior and disabled citizens.

Knowledge of community resources and services for the elderly and disabled.

Ability to plan, organize and coordinate, schedule, assign and evaluate the work of professional and support staff.

Ability to develop program goals and objectives and conduct planning activities.

Ability to analyze and evaluate operations, develop and recommend corrective actions.

Ability to establish and maintain effective working relationships with employees, other agencies and the general public.

Ability to communicate effectively, both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations.

Ability to develop and implement innovative services in area of assignment.

Physical ability to perform assigned work.

Education and Experience

Bachelor's degree in social work or human services and four years progressively responsible experience providing services to senior and disabled citizens, including supervisory or lead experience, or any combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County.