



POSITION DESCRIPTION

Senior and Disability Services Program Manager

Program Manager
EMPLOYEE NAME: _____
Position Title: Program Manager, Senior & Disability Services
Classification/Salary Range: Program Manager / SDS MgrConf Range 31
Division/Unit: Senior and Disability Services/ Program Manager
Reports to: Division Director
FLSA Status: Exempt, Not overtime-eligible
Representation: None
Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, and in-home, at facilities, or other locations as needed
Position Purpose
<p>The purpose of this position is to serve as senior level management within the agency and the division, and as such the role is responsible for oversight of several programs and units within the agency. Program Managers oversee and support unit managers, strategically lead their programs, ensure compliance with State and other contracts, and monitor and resolve grievances and other personnel matters.</p> <p>These positions manage unit managers and some first line management staff, and workload responsibilities are divided between Program Managers based on focus area or Program. The different focus areas that a Program Manager may work within are listed below:</p> <ul style="list-style-type: none">• These positions have oversight for Medicaid programs, such as Eligibility Services, Case Management, Adult Protective Services, and Employer Resource Connection.• These positions also have responsibility for oversight of Provider Services, which include Adult Foster Home Licensing & Monitoring and the Home Care Worker program.

- In addition, these positions may act as the point position for the Community Care Organizations, new grants Outreach, Older Americans Act Programs, ADRC, Oregon Project Independence, Senior Meals, and related programs within S&DS.
- These positions also oversee Quality Assurance & Training, Administrative Support, Office Projects, Business Practices, S&DS Procedures and Policies, and Building Oversight.
- These positions provide guidance and oversight of the S&DS Area Plan.

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.

Position Essential Functions

The Program Manager has the ability to make recommendations and decisions regarding contracts within the Program area.

Effectively recommend hiring decisions.

Full scheduling authority over staff within LCOG personnel policy guidelines and collective bargaining agreements.

Approves the use of agency equipment within the guidelines of LCOG Policies and Procedures; can approve in-state travel for staff.

Supports the development and monitoring of annual budgets. Documents and approves expenditures.

Oversees staff recruitment, trains, supervises, and evaluates unit managers, and provides guidance and oversight of the training, supervision, and evaluation of staff, temporary employees, and volunteers.

Develops, implements, and monitors program policies, procedures, and performance standards to assure operations are in compliance with federal, state, local, and agency guidelines, goals, and objectives. Reviews and recommends changes as needed.

Contract manager for community programs – makes decisions and/or recommendations regarding program area contracts.

Program data monitoring and analysis: Provides oversight of annual state and federal data reporting and guidance on managing units through a data-driven model.

Oversees personnel actions and grievance escalations.

Regular and on-time attendance.

Attends S&DS meetings and local and state training programs.

Represents S&DS on community and inter-agency committees.

Provides back-up support to other positions in the office in case of absence or work overload.

Other Duties of Position

General:

Represents LCOG in development of Facility Use Agreements with agencies and organizations who host outstation staff. Monitors assigned outstation locations.

Oversees management of agency volunteers.

Monitors local office operations and outstation sites.

Provides support for community and media relations.

Responds to and collaborates on inquiries, complaints, problems, or emergencies.

Works to participate in the learning environment within the division.

Other duties as assigned.

Program Specific:

Represents LCOG in Inter Agency Oregon Project Independence and Food Service Consortiums. Participates in the development of RFP's, contractor selection, contract development, and monitoring.

Collaborates on the development of grant concepts and business solicitations. Project manager for grants concepts, business solicitations, and new program development.

Oversees development and supports accounting for fund raising activities; coordinates with LCOG Fiscal Department.

Lead staff for the Oregon Association of Area Agencies on Aging and Disability Oregon Wellness Network consortium.

Advocates at the State & Federal level for consumers and staff, including at the AAA/APD District Manager meetings.

Works collaboratively with external and internal partners. Liaison with various community agencies, hospitals, and coalitions. (This is broadly stated in the knowledge, skills, and ability section below.)

Works collaborative with the Community Program Analyst to assist in the development of the S&DS Strategic Area Plan and Community Needs Assessment provided every four years. Includes development of agency goals, progress monitoring, corrective actions, and updates.

Minimum Qualifications

Education and Experience

Bachelor's degree in specialized field and seven years progressively responsible experience, including managerial experience, or any combination of education and experience that provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license.

Passing a background check is required for this position.

Knowledge, Skills & Abilities

Commitment to working effectively and collaboratively with consumers and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, equity, and aging.

Ability to communicate effectively with participants, volunteers, and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks, and produce accurate work.

Ability to manage large scale projects on short notice.

Ability to collect, compile, analyze, and present quantitative and qualitative data.

Ability to think creatively and adapt to changing environments.

Signatures

Employee signature and
date _____

Manager signature and
date _____

Human Resources signature and
date _____