


**AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA
JOB DESCRIPTIONS**

POSITION TITLE: PROGRAM SPECIALIST		DEPARTMENT: PROGRAMS & PLANNING	
SALARY RANGE:		PAY GRADE LEVEL: NE4	
STATUS: FULL-TIME	FLSA STATUS: NON-EXEMPT	SUPERVISE OTHERS: NO	CREATED: 1/2016 UPDATED: 10/2018, 02/2021
SUPERVISOR: DIRECTOR OF PROGRAMS & PLANNING		CEO APPROVAL/DATE: 02-10-2021 NORMA ADORNO 	

General Description

This is a non-exempt position on the staff of the Area Agency on Aging for Southwest Florida, which reports to the Director of Programs and Planning. This position requires a high degree of organizational and analytical skills, attention to detail, and initiative.

The Program Specialist is an expert in all of the requirements, rules and regulations governing each grant as it relates to the administration and management of grant programs and funding. This position provides technical assistance to the Agency’s sub-grantees, subcontractors, service providers and vendors. The Program Specialist promotes person-centered services and the well-being of older adults and adults with disabilities at all times.

Competency: Planning and Organization

- Assists in the administration and implementation of the goals and objectives of the Agency’s Area Plan as they relate to programs and services.
- Assists in the development of Area Plan by contributing information regarding economic and social resources, unmet needs, demographic information, etc.
- Assists Program Management and local service providers in the identification of service needs and client groups.
- Lends support to other teams with special projects, such as the RFP process.

Competency: Communications

- Acts as a point of contact and communicates with service providers, organizations within the aging network, and county and state governments.
- Conflict resolution between service providers and clients
- Represents the Agency at community events, meetings and other functions.
- Clearly and respectfully conveys information verbally and in writing with individuals of differing backgrounds, education levels, and socioeconomic statuses.

Competency: Customer Focus

- Establishes and maintains effective working relationships and responds timely and appropriately to requests for assistance made by all persons, internal and external.
- Assists in the conducting of client grievance hearings.
- Fosters person-centered services; ensures the rights, individual choices, and well-being of older adults and adults with disabilities are always respected.
- Advocates on behalf of older adults and adults with disabilities, and participates in agency advocacy activities as required.

Competency: Quality & Continuous Improvement

- Monitors and evaluates sub-grantees, subcontractors, service providers and vendors to assure contract compliance; adherence to applicable state and federal regulations, guidelines, and policies; and effectiveness of the program services.
- Prepares and produces programmatic quality assurance reports and evaluation activities within specified deadlines.
- Ensures implementation of recommendations and corrective action and follows up as appropriate.
- Assists with the oversight of Adult Protective Services referrals.
- Assists local service providers in the coordination of services and delivery methods.
- Researches topics related to services for older adults and adults with disabilities
- Compiles, tracks and analyzes trends and data to derive logical conclusions.

Competency: Innovation

- Keeps current on issues and programs affecting older adults and adults with disabilities?
- Helps identify gaps in the community, and possible ways to fulfill those gaps.
- Thinks strategically and critically and looks beyond the present situation.

Competency: Technical and Functional Effectiveness

- Consults and collaborates with staff colleagues when mutual benefit can be achieved on behalf of elders.
- Conducts on-site reviews/technical assistance visits of provider programs and services which requires knowledge of organizational administrative functions including policies and procedures and resource management.
- Develops presentations and conducts trainings for lead agencies, providers and others to enhance their capabilities and service delivery.

Other Competencies Related to Knowledge, Skills and Abilities and Other Personal Characteristics

- Strong organizational skills with the ability to set priorities, meet deadlines and organize tasks effectively.
- Knowledge of case management and program coordination
- Strong knowledge of English composition and grammatical rules; able to proofread documents for spelling, typographical errors and grammar.
- Open-minded and adaptable to change; judicious in complex, stressful situations involving service providers and/or clients.
- Ability to type 45 words per minute.
- Ability to use computer, laptop and Microsoft Office products to include Outlook, Word, Power Point and Excel. Working knowledge of social media tools/platforms to include Zoom or facilitating on-line meetings. Computer literate and able to learn new computer functions and software applications.
- Takes personal responsibility and demonstrates accountability for actions.
- Considerate and respectful of the diversity of others and exhibits cultural competency.
- Committed to personal/professional growth and development.
- Adheres to agency standards for professional conduct and attire at all times.
- Performs other duties as assigned.

Minimum Training and Experience:

- Bachelor's degree from an accredited four-year college or university with a concentration in human services, social work, sociology, psychology, gerontology or other related field of study or
- An Associate's Degree with three years of experience in contract management and/or providing, planning and coordinating the provision of human services
- Completion of a Master's degree is a plus
- Broad knowledge of the aging network is preferred but not required
- The incumbent/candidate must successfully clear a Level II background screening and drug screening in order to hold this position.

Physical Requirements/ Required Skills and Knowledge:

- Ability to work and cope under stressful situations
- Must have own dependable transportation; travel by car is required. A valid driver's license, and automobile insurance coverage.
- Ability to travel within two hours of primary office location
- Ability to communicate effectively and concisely. Pleasant and clearly understandable telephone voice
- Ability to lift and carry at least 10 pounds
- Ability to operate computer and other office equipment
- Ability to sit at a desk for more than two hours at a time
- Ability to bend and stoop in order to file and shelve

Work Environment:

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement:

I acknowledge that I have received and read my job description. I understand that my job or position may change at any time with or without an updated job description and additional instructions from my supervisor may substitute for an updated job description.

I acknowledge that questions about my job, job description or job performance should be directed to my supervisor.

Employee Signature: _____ Date: _____

Employee Printed Name: _____

The statements in this job description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.