



## **JOB DESCRIPTION**

**POSITION TITLE: AOA PROGRAMS MANAGER**

**STATUS: Non-Exempt**  
**SALARY RANGE: 66K -77K**  
**REPORTS TO: Executive Director**  
**MANAGES: Program Managers & Coordinators (3.75 FTEs) and  
Contractors (2)**

**In office position offers flexibility in hours 32-40 hours per week.**

**OBJECTIVE:** Programs and Services: The position is responsible for strategizing, developing and implementing programs and services for the AOA; developing program policies and procedures; recruitment, supervision and evaluation of staff, ensuring delivery of services to clients; building partnerships with community organizations and funding sources, identifying unmet needs and expanding scope of agency's services to meet the (emerging) needs of elders in Monterey County.

### **Key Responsibilities: Programs and Services**

- Provide staff leadership and support to develop and monitor annual program plans.
- Supervise and provide regular and consistent performance assessment of managed staff, helping guide their professional development.
- Oversee periodic assessment of community needs and resources.
- Analyze potential gaps in programs and develop strategies to include these needs in future collaborations and/or program planning.
- Serve as staff liaison in supporting the Program Services Committee.
- Develop and monitor program service methods, data entry, data analysis, budgets and service delivery systems for the AOA.
- Oversee program reporting systems and compile service, demographic data, outcome, client satisfaction and related reporting.

- Develop strategies to market AOA services and programs.
- Provide data required for grants and proposals and required reporting.

**Skills and Abilities:**

- Must be organized, creative, independent, self-motivated, enthusiastic, dependable, detail oriented, flexible in scheduling and prioritization, and driven by excellence. Has high integrity, accountability, dedication, moral and ethical standards and encourages the same of others.
- Excellent interpersonal skills necessary in order to provide effective leadership for subordinate personnel and to develop and maintain a wide variety of internal and external working relationships.
- Must possess exceptional communication and leadership skills to present facts and recommendations effectively in oral and written form, including accurate grammar and business correspondence knowledge.
- Effective meeting management skills and the ability to communicate the agency's mission.
- Analytical skills necessary in order to evaluate personnel and programs and maintain standards of quality and safety.
- Critical thinking and recall ability for high level planning, analysis and problem solving
- Ability to work independently, prioritize, exercise good judgment with minimal supervision
- Must be able to adjust tasks and focus with composure, and in accordance with changing deadlines, priorities and circumstances. Ability to build collaborative relationships in the delivery of services in the public and private sector, including both non-profit and for profit organizations.
- Open and responsive to unsolicited advice and critical feedback aimed at improving the operation
- Requires a good sense of humor and the ability to work as a professional, cohesive team member; adaptable to interacting with people at all levels of education, ethnicity, physical and mental abilities and financial status.
- Administratively competent, including proficient computer and electronic communications skills with a solid knowledge of office administration
- Ability to work with diverse populations
- Ability to communicate ideas and information effectively, both orally and in writing
- Possess a superior level of personal and business integrity and ethics.
- Proficiency in Microsoft Office Suite products.
- Willingness to work occasional evenings and weekends.
- Must possess a valid driver's license with an acceptable driving record.

**Education and/or Experience:**

- Bachelor's in social service, human services, gerontology or related field, required; Master's degree preferred
- Minimum five years of progressively responsible administrative management and supervisory experience in public health and/or community-based health care or social services organization

**Physical Demands and Work Environment:**

Physical demands and work environment characteristics described here are representative of those that must be met (or may be encountered) by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to talk, hear and use hands to finger, handle, or feel objects, tools, or controls, sit, stand, reach with hands and arms, walk and drive. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment:** While performing the duties of this job, the employee occasionally works in outdoor weather conditions. Noise level in the work environment is usually moderate.

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***ACKNOWLEDGMENT & RECEIPT***

I acknowledge that I have received, read, and sought clarification of any questions I have about the contents of this job description. I further understand that, in order for Alliance on Aging to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

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**Applicant/Employee Signature**

**Date**

