



JOB TITLE: Program Coordinator

AAA/6

DEPARTMENT: Area Agency on Aging

JOB SUMMARY: This position is responsible for planning and coordinating agency senior service programs.

MAJOR DUTIES:

- Assumes primary responsibility for the development of Southern Georgia's Area Agency on Aging (AAA) annual plan.
- Makes public presentations at meetings and events.
- Assists with the procurement (request for proposal) process.
- Provides oversight of aging programs.
- Creates and disseminates a variety of documents including corrective action plans, quality improvement plans, and press releases.
- Provides technical assistance to contractors and their staff.
- Assists in the completion of state required reports.
- Plans, coordinates, and facilitates meetings. Potential examples include Aging Advisory Council meetings, provider trainings, and public hearings.
- Assumes responsibility for the AAA's marketing and outreach efforts including, but not limited to, the coordination of AAA staff participation in health fairs and community events, the preparation and dissemination of newsletter articles and press releases, and the creation of flyers and brochures.
- Assumes responsibility for and oversight of agency volunteers and interns, including recruitment, communication with sponsoring educational institutions when applicable, ascertainment of credentials, training, work assignment, and recognition.

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- Interacts with community leaders, business leaders, health care providers, elected officials, etc.
- Maintains the AAA section of the SGRC website.
- Establishes and maintains organized files.
- Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of commission programs, policies, and procedures.
- Knowledge of relevant state and federal laws and agency rules and regulations, particularly the Older Americans Act, Medicare, Medicaid, and Social Security.
- Knowledge of the principles and practices of regional planning, especially as related to aging services.
- Knowledge of commission goals, objectives, personnel policies, and work program.
- Skill in conflict resolution and problem solving.
- Skill in program development and management.
- Skill in marketing.
- Skill in coordinating programs and services.
- Skill in volunteer recruitment and management.
- Skill in human services policy development and implementation.
- Skill in performing mathematical calculations.
- Skill in operating office equipment such as a computer and calculator.
- Skill in public and interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS: The Area Agency on Aging Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include the DHS Home and Community Based Services guidelines, the Older Americans Act, relevant contracts, and AAA policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied duties in the coordination of aging programs. The volume of work contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this assignment is to assist in coordinating aging programs. Successful performance ensures the provision of appropriate services and programs to senior citizens and persons with disabilities within the region and compliance with applicable laws and regulations.

PERSONAL CONTACTS: Contacts are typically with co-workers, service providers, clients, elected officials, representatives of state and federal agencies, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, provide services, resolve problems, and motivate or influence persons.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.

WORK ENVIRONMENT: The work is typically performed in an office, but travel is frequently necessary.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position does not involve direct supervision of aging staff.

MINIMUM QUALIFICATIONS:

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the work of other AAA staff members and answer questions and resolve problems, usually associated with one to three years of experience or service.

- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.

I, the employee, understand that this document is not to be construed as a contract, either implied or explicit. All information contained therein is merely an attempt by the Southern Georgia Regional Commission to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be placed upon me at any time.

Employee's Signature: _____ *Date:* _____

Supervisor's Signature: _____ *Date:* _____