



# Program Assistant – Senior Services

## Job Description

Department: Health  
Position: Career Service  
Grade: 719  
Supervisory: No  
Reports to: Program Manager – Senior Services

### Summary

Under general guidance and direction of the Program Manager – Senior Services, assists with coordinating senior services and programs. Works with an assigned senior services program, such as the Senior Companion or Foster Grandparent Program. Recruits and coordinates placement of volunteers. Coordinates with senior citizen organizations to promote public awareness and provide information regarding available services and programs.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Oversee program staff and volunteers; assign and coordinate work schedules; provide training, coaching, and input for performance appraisals.
2. Assist with preparation and submission of budgets to Utah County and the federal government.
3. Assist with monitoring compliance with grant stipulations and with federal, state, and county laws and regulations.
4. Receipt and deposit funds received for use in the program and prepare documents for expenditure of funds; assist in generating semi-annual progress report; research and organize report materials and information; monitor and account for department revenues and expenditures.
5. Oversee assigned purchasing functions; initiate authorization of vendor payments and track purchase orders; makes travel arrangements; order and inventory office supplies.
6. Prepare quarterly progress reports for reimbursement and budgetary purposes; track transportation and prepare statements, as needed; monitor donated funds and services and coordinate record keeping of in-kind statements.
7. Perform screening services to determine eligibility of volunteers and appropriate placement.
8. Oversee volunteer orientation and coordinate monthly training.
9. Represent assigned program on behalf of the department to other public or private agencies; coordinate public outreach activities and presentations; prepare and distribute literature; serve

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Job Title: Program Assistant – Senior Services

FLSA: Non-Exempt

Effective Date: 8/24/2022

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

as a resource for public and private groups; provide information, technical assistance, and training.

10. Maintain awareness of gerontological issues and current information on available senior programs and services; attend conferences, meetings, and trainings related to assigned program.
11. Consult with outside agencies to improve service delivery; share information relevant to the development and implementation of policies, procedures, and standards for providing services.
12. Function as liaison between assigned program, other departments and divisions, and outside agencies; prepare and issue reports and appropriate documents to meet the administrative and program needs, as specified by sponsors, the Project Advisory Council, and regional, state, and federal agencies.
13. Function as secretary to the Project Advisory Council; transcribe and distribute minutes; provide staff assistance to the Council; assist with arrangement for facilities, food, entertainment, speakers, transportation, setup, decoration, and cleanup for special events.
14. Prepare and maintain monthly program newsletters and calendar.
15. Attend meetings in the Program Manager's absence, as assigned.
16. Respond to public health emergencies as required by the department or division administration; carry mobile phone or other emergency communication devices during work hours and at other times when unavailable by phone.
17. During times of emergency or pandemic, job duties may be modified as needed, and may be significantly different from primary duties.

### **Knowledge, Skills, and Abilities**

- Knowledge of issues related to aging
- Knowledge of senior citizens and related community organizations and services
- Knowledge of Utah County Rules and Regulations and Policies and Procedures
- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic accounting
- Skilled in operating standard office equipment, including a 10-key by touch
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in public speaking and interpersonal communication
- Skilled at problem solving
- Ability to coordinate multiple tasks efficiently
- Ability to create a positive working environment, interact professionally with others, and maintain cooperative relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to create and maintain files, records, and reports
- Ability to type accurately and at an acceptable rate, based on job duties

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### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

### **Work Environment**

Work is performed in a professional office setting but also includes visiting the homes of potential volunteers. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. Work may expose the incumbent to contagious or infectious diseases, hazardous chemicals, fumes, and noxious odors. Work exposes the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. Incumbent works for sustained periods of time maintaining concentrated attention to detail. The employee is required to type, file, and lift supplies up to thirty (30) pounds. The employee regularly drives a motor vehicle.

### **Position Type / Expected Hours of Work**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

### **Required Education and Experience**

1. High school diploma or equivalent.
2. Five (5) years of complex clerical or administrative support work experience, including two (2) years directly related to the duties described above.
3. Equivalent combinations of education and experience may also be considered.

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**Preferred Education and Experience**

- 1. Preference may be given to applicants who are bilingual in Spanish and English.
- 2. Preference may be given to applicants with an associate degree from an accredited college or university with course work in psychology, sociology, gerontology, or a closely related field.
- 3. Preference may be given to applicants who have experience with senior citizens, including recreation/community programs, and/or volunteer programs.
- 4. Preference may be given to applicants with lead or supervisory experience.
- 5. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

**Additional Eligibility Qualifications**

- 1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
- 2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
- 3. Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department Policy. added

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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