



Program Manager – Senior Services

Job Description

Department: Health
Position: Career Service
Grade: 725
Supervisory: Supervisor
Reports to: Executive Director – Health

Summary

Under general guidance and supervision of the Executive Director – Health, coordinates and manages senior services and programs. Supervises activities and staff and provides training and leadership.

Essential Functions

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

1. Supervise, plan, coordinate, and evaluate the work of assigned personnel; oversee training and ensure work is completed accurately and efficiently; conduct staff meetings.
2. Participate in staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with County policy and procedure.
3. Evaluate performance and conduct performance appraisals.
4. Prepare and oversee budget for assigned programs; monitor purchases and expenditures; provide input into priorities and allocation of funds.
5. Prepare and submit grants to secure funding for senior services programs.
6. Ensure compliance with awarded grant activities and requirements for continued funding; submit reports and other documentation, as required.
7. Ensure annual required hours of Volunteer Service Years (VSY) are met.
8. Oversee and perform screening services to determine eligibility and placement of volunteers; oversee orientation and coordinate monthly training; resolve issues with volunteers, station staff, and/or clients; assess effectiveness of volunteers at assigned stations relative to program objectives; make changes, as needed.
9. Plan and implement a continuous public relations program; oversee public outreach activities and presentations, including distribution of literature; represent program and department to other public or private agencies; serve as a resource for multiple public and private groups; provide information, technical assistance, and training, as needed.
10. Develop short- and long-term goals for the program to improve service delivery; utilize needs assessment information, community input, and outside agencies, as needed.
11. Develop and implement policies, procedures, and standards for providing services.

For Office Use Only

Job Code: 2020
Job Title: Program Manager – Senior Services
FLSA: Exempt
Effective Date: 1/3/2025
Public Safety: No

Worker's Compensation: County
Background Level: I
Safety Sensitive: No
DOT: No
ML: Supervisor

12. Act as a liaison and prepare and issue reports and appropriate documents to meet the administrative and program needs specified by the sponsor, Advisory Council, and regional, state, and federal personnel; provide assistance to the Advisory Council and participate in discussions on plans, projects, policies, resource development, and problems affecting assigned program; coordinate sponsor's response to Advisory Council recommendations.
13. Maintain awareness of gerontological issues, including current information on programs and services available to senior citizens; attend conferences, meetings, and training programs related to senior services.
14. Carry provided communications device, or other emergency communication equipment at all times, both during work hours and when unavailable by phone.
15. During times of emergency or pandemic, job duties may be modified as needed and may be significantly different from primary duties.
16. Utilize Artificial Intelligence (AI) tools as directed by Utah County Policy and with approval from Department Head.

Knowledge, Skills, and Abilities

- Knowledge of supervisory techniques
- Knowledge of program planning, implementation, and evaluations
- Knowledge of issues related to aging
- Knowledge of senior citizens and available community organizations and services
- Knowledge of public health terminology, methodology, organization, and practices
- Skilled in reading, writing, and basic math
- Skilled in word processing and general software programs
- Skilled in grant writing and reporting requirements
- Skilled in budget preparation
- Skilled in public speaking and interpersonal communication
- Ability to monitor grant and program expenditures and revenues
- Ability to establish and maintain effective relationships with those contacted in the course of work activities
- Ability to effectively supervise others while maintaining own workload
- Ability to write technical reports, develop curriculum, make presentations, and objectively evaluate program effectiveness
- Ability to maintain files, records, and reports
- Ability to coordinate multiple tasks efficiently

Supervisory Responsibility

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

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Work Environment

Work is generally performed in an office or other environmentally controlled room but is occasionally performed for sustained periods outdoors, which may include hot, cold, or inclement weather. Work occasionally exposes incumbent to contagious or infectious diseases and may occasionally require the use of protective devices such as masks, goggles, and/or gloves. Work occasionally exposes the incumbent to high-stress situations including contact with the public in uncomfortable, confrontational, and emotionally charged circumstances. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. 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 eighty (80) hours each pay period 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. Bachelor's degree from an accredited college or university with course work in psychology, sociology, gerontology, or a closely related field.
2. Four (4) years of work experience as a community organizer.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with experience working with senior-citizens.
2. Preference may be given to applicants with lead or supervisory experience.

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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.

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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