



468 New Market Boulevard Boone North Carolina 28607

**Title:** Area Agency on Aging Director

**Type of Position:** Full Time/Regular

**Department:** Area Agency on Aging

**Revised:** August 2018

**General Statement of Duties:** Performs professional and managerial work in developing, administering, coordinating, and implementing the region's programs for older adults and their caregivers.

**Distinguishing Features of the Class:** An employee in this class independently develops and administers a variety of programs that enable the region's older adults and their caregivers to benefit from a comprehensive system of care that meets their needs in a responsive and dignified manner. The Area Agency on Aging (AAA) Director supervises staff involved with community based and long-term care programs and administers block grant and other funds supporting a variety of recreational, health, safety, and financial programs. Work involves considerable public contact with local, state, and federal elected officials, local service providers, state staff in various departments, and older adults and their caregivers. The AAA Director plays a strong role in advocating for older adults. An employee in this class is responsible for identifying, analyzing, and formulating possible resolution to various situations. Work requires a broad understanding of long-term care services and supports, as well as programs and resources for older adults, along with the policies, procedures, rules and regulations governing the agency, and related programs. Work is performed under the administrative guidance of the agency's Executive Director, and is evaluated through conferences, observation, reports, and feedback from community groups and various committees and state agencies.

**Essential Duties and Responsibilities:** The AAA Director manages the overall operations of the department. Departmental programs include, but are not limited to, the Long-Term Care Ombudsman Program, Family Caregiver Support Program, Evidence Based Health Promotion, and other programs and services funded by federal and state dollars. These programs are either administered directly or by sub-contractors. The AAA Director also works to create and support efforts to expand and increase programming and funding streams that fall within the mission of the department and the agency. The AAA Director ensures that training and education is provided to various groups. S/he recruits and selects staff, provides training and ongoing supervision, assures that programs and services are delivered, provides counseling and direction to staff, and assures that staff have access to information and resources necessary to complete the work.

The AAA Director develops and plans activities for the Area Agency on Aging which are comprehensive and coordinated at the county and regional level. S/he leads and coordinates planning groups within the region. The AAA Director ensures its contracted service providers are monitored for quality assurance, assists providers with budget development and modifications, and provides technical assistance to program staff to avoid and correct issues of non-compliance by local providers with federal and state policies and regulations.

The Director disseminates information that enables individuals and communities to become aware of aging issues, services, and programs available for the older population. S/he develops programs to increase services available for older adults. S/he works with the legislature to increase support for services and centers.

The AAA Director serves as a strong advocate to assure that the interests of older adults and their families are safeguarded and the collective concerns of older adults are recognized. S/he provides technical assistance for the regional delegation to the Senior Tar Heel Legislature and other advocacy groups, including the Regional Aging Advisory Council.

The Director assists community organizations with establishing and maintaining effective working relationships with each other to improve the local service delivery systems for the older population and their caregivers. S/he stays abreast of laws, regulations, policies and actions affecting older citizens, represents the interests of residents before government agencies, and works with community organizations to establish and maintain working relationships to improve local service delivery systems for the older population and their caregivers.

This position collaborates with the NC Division of Aging and Adult Services' Director and staff. S/he performs additional, related job duties as needed and required.

**Recruitment and Selection Guidelines:** Fulfilling the roles and duties of the Area Agency on Aging Director's position requires certain skills, abilities and knowledge as identified below.

**Knowledge, Skills, and Abilities:**

**Planning**

- Working knowledge of the Older Americans Act and the requirements prescribed therein, with applicable state statutes
- Demonstrated ability to lead groups of stakeholders in a planning process
- Knowledgeable of and possesses the ability to write plans and outcome statements
- Ability to foster relationships with various agencies, both within and outside of the aging network, to lead and facilitate planning processes, both comprehensive and strategic
- Ability to develop orientation materials, provide and explain demographic and planning data, and coordinate the work of a local group to meet specific deadlines

**Administration**

- Ability to design and/or implement initiatives/programs
- Ability to act as a conduit of information on service delivery procedures, federal and state policy, legislative updates and current aging information to the NC Senior Tar Heel Legislature (STHL) Delegates and Alternates, aging service providers, AAA staff, and other stakeholders, as well as the community at large
- Ability to coordinate, convene and staff Advisory Council meetings, as well as other meetings necessary to carry out the purpose of the AAA
- Possess the ability to be a positive and knowledgeable spokesperson regarding aging issues and have the ability to lead advocates in promoting and educating the community about aging issues
- Possess a working knowledge of basic business mathematics and business finance, including budget analysis and managing AAA administrative funds
- Ability to communicate effectively both verbally (individually and to groups) and in writing, with diverse populations
- Ability to utilize computer applications including word processing, spreadsheets, and software programs
- Ability to manage a small staff who share duties and are knowledgeable of various and diverse programs that require multiple tasks
- Ability to settle disputes that arise in establishing or maintaining contractual agreements, and with counties, local providers, and AAA staff

## **Monitoring**

- Ability to provide guidance and oversight of the performance review (programmatic/fiscal) of local service providers
- Knowledgeable of aging programs and service delivery mechanisms to properly provide technical assistance to staff and local service providers
- Ability to interpret service utilization and reimbursement reports as an evaluation tool of the performance of local service providers
- Ability to conduct annual evaluations of local community service providers to determine an appropriate level of risk that dictate the level of monitoring to be conducted annually and the level of technical assistance needed

## **Support, Training, and Technical Assistance for Aging Service Providers**

- Ability to promote and assist local agencies in service delivery
- Possess the knowledge, skills, traits, and interpersonal skills to work with and support local service providers and others in the aging network
- Knowledgeable of the structure of county and city governments to assist local short- and long-range planning initiatives
- Ability to adequately assess training needs and act as a conduit of information to support quality growth of local programs for older adults

## **Advocacy**

- Possess a working knowledge of aging issues and the needs of older adults to communicate the same with advocacy groups as well as serve as an advocate, both verbally and in writing
- Possess the knowledge and ability to provide support, coordination, and technical assistance to the NC STHL, including assisting members to attend state meetings as needed
- Ability to work closely with older adults to disseminate relevant information, plan and conduct meetings

## **Ombudsman and Elder Rights**

- Possess a working knowledge of elder rights under the Older Americans Act and knowledge of abuse, neglect, and exploitation under the NC General Statutes
- Knowledgeable of Nursing Home and Adult Care Home Bill of Rights, confidentiality procedures, and the role of the LTC Ombudsman
- Ability to support the advocacy role of the Ombudsman Program and act as a resource for staff and program when appropriate
- Ability to establish and maintain an effective working relationship with the State Ombudsman

## **Family Caregiver Support**

- Knowledgeable of the needs of family caregivers and the Family Caregiver Support Program under the Older Americans Act
- Ability to support and guide the work of the Family Caregiver Specialist

## **Program Development**

- Ability to survey and canvas communities and counties in an effort to evaluate unmet needs and determine gaps in services
- Knowledgeable of and possesses the ability to write grants and/or leverage support (both financial and volunteer efforts) to enhance existing and create new programs/services to meet needs, especially in a flat funding environment
- Ability to serve as a leader in bringing groups together to plan and develop outcomes, including an implementation plan

**Physical Requirements:** Must be able to physically perform the basic operational skills of talking, hearing, and repetitive motions. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly, and lift, carry, push, pull or otherwise move objects. Must possess the visual acuity to prepare data and statistics, to read extensively, and to operate a computer.

**Special Requirements:** Must possess a valid North Carolina driver's license. Travel is required both outside the region and within the seven county High Country region.

**Education, Experience, and Desired Skills:** Graduation from an accredited university with a Bachelor's or Master's Degree in Public Administration, Gerontology, or Social Sciences field and work experience in aging programs administration, social services, or related field, or the equivalent combination of education and experience. Ideal candidate will be adaptable, organized, able to multi-task, provide positive leadership to a small staff, have experience in managing aging programs, and have the ability to quickly learn and navigate new computer software programs.

*The High Country Area Agency on Aging is a department of the High Country Council of Governments (HCCOG). HCCOG is an equal opportunity employer.*