

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Program Manager	<u>CLASS NUMBER:</u> 70321	<u>FLSA:</u> Exempt
<u>AGENCY/DIVISION:</u> Office on Aging	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N18	<u>POSITION CONTROL #:</u> 111830
<u>POSITION LOCATION:</u> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Assistant Director, Support Services (111200)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Case Manager Supervisor (111800, 111810) Administrative Secretary 1 (111831)		

CLASSIFICATION PURPOSE:

The primary purpose of the Program Manager classification is to provide leadership for the assigned program. Initiate and maintain collaborative efforts with other agencies in the community and state. Obtain and maintain national accreditation. Recruit, train, and retain staffing levels appropriate to the community and program. Present information to the public in community forums, continuing education seminars, and conferences. Seek out and develop new initiatives to improve the services available to the community in consistence with community needs.

JOB DUTIES:

Establish policies and protocols for use in the daily operations of the program through discussions at the administrative, supervisory, and case manager staff levels. Provide supervision and leadership to assigned staff. Serve as a liaison to Public Facilities Management regarding telephone issues. Supervise and work with case managers in the absence of the assigned case Manager Supervisor. Provide direction to staff members as required or requested by reviewing client records. Communicate with clients and family members when conflicts arise. Develop and use reports from telephone system and communicate results. Stress the importance of consistency by developing reports and other tools to help achieve the goal. Develop and maintain good working relationships with administrative staff. Establish and maintain good communication to ensure smooth transitions and understanding regarding client issues. Perform hiring process for vacant positions. Prepare agendas and lead monthly meetings.

Establish materials, policies, procedures, coordinate on-site review, recruit members, plan agenda and lead in with Alliance of Information and Referral Systems professionals. Serve as liaison on resource database development and maintenance.

Work to ensure continuation of funding for the program by assisting in the coordination of activities throughout the five (5) year cycle including reporting, community involvement, and fundraising. Serve as agency representative on boards. Maintain community contacts with providers, business, and university leaders.

Guide activities to ensure that policies with regard to Interpreters are understood and followed. Recruit members for, plans agenda, and leads assigned committees. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge in budgeting; supervision; work force planning; employee training and development; public relations; human relations; agency policy and procedures; government structure and process; interviewing. Skill in word processing; equipment operation. Ability to carry out instructions in written, oral or picture form; apply principles to solve practical, everyday problems; interpret variety of instructions in written, oral, picture, or schedule form; define problems, collect data, establish facts and draw valid conclusions; understand practical field of study; deal with problems involving several variables in familiar context; complete routine forms; maintain accurate records; interview job applicants effectively; prepare meaningful, concise and accurate reports; proofread technical materials, recognize errors, and make corrections; use proper research methods in gathering data; originate and/or edit articles for publications; develop complex reports and position papers; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects; handles sensitive inquiries from and contacts with officials and general public; establish friendly atmosphere as division or large section chief; resolve complaints from angry citizens and government officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Bachelor’s degree with Master’s degree

coursework in social work, sociology, or related field with five (5) years of program planning or related experience.

Additional Requirements

No special license or certification is required.

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employees, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, and to recommend and approve the transfer, promotion, or salary increase of other employees.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date