

Deputy Director, Office for the Aging Tompkins County

Department: Office for the Aging
Classification: Non-competitive
Labor Grade: Management Grade 86
Approved: Position conversion 12/03/2018
Revised: NYS CSC 5/15/19
By: AG, Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered college or university with a master's degree in social work, Public Administration, Gerontology, Psychology, Sociology Education or closely related field **AND** three years of full-time paid experience involving older adults, community health services, social work or counseling, one year of which must have been in a supervisory capacity; **OR**
- (b) Graduation from a regionally accredited or New York State registered four-year college or university with a bachelor's Degree in Gerontology, Psychology, Sociology, Education, Public Administration, or closely related field, **AND** five years of full-time paid (or the equivalent part-time and/or volunteer) experience involving older adults, in community health services, social work or counseling, one year of which must have been in a supervisory capacity; **OR**
- (c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT:

The applicant must possess a valid New York State driver's license at time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

A Deputy Director of the Office for the Aging is responsible for assisting the Director with the operation of the Office for the Aging Department. This position involves the responsibility for the formulation of policies and ongoing management, as well as long range planning and program administration for the Office for the Aging. An employee in this class is responsible for assisting the Director in ensuring effective provision of Aging Services in accordance with established laws and regulations. The Deputy Director of the Office for the Aging is authorized to act for and in the place of the Office for the Aging Director in his or her absence. The incumbent will oversee the County's NY Connects Program, including the development of policies and procedures in accordance with NY Connects State Program Standards. The incumbent will develop and monitor agreements, contracts and MOUs with other organizations as required and appropriate. The incumbent will lead a local No Wrong Door Implementation Team, involving representatives of other community agencies as required, to establish linkages and promote inter-agency communication. The incumbent will supervise a single work group of related services staff and insure that staff receives ongoing training to meet minimum competencies for the NY Connects program. The incumbent will coordinate and implement an ongoing public education and awareness campaign about long term care services and supports. The work is performed under the general direction of the Director of the Office for the Aging with an allowance for a high level of autonomy and independent judgment when carrying out the responsibilities of the position. The incumbent will perform related duties as required.

TYPICAL WORK ACTIVITIES:

- Acts for and in place of the Office for the Aging Director in his or her absence;
- Assists the Director with planning, organizing, directing, coordinating and supervising the activities of the Department.
- Assists the Director in controlling the work of the agency through assignments to supervisory personnel and direction and review of their performance;
- Provides direct oversight of departmental programs
- Assists the Director with the various administrative functions of the agency, such as budget preparation and control, preparation of reports and representation at committee and Advisory board meetings

- Provide leadership and advocacy in behalf of older persons in Tompkins County; assist with developing recommendations regarding proposed policies, plans and projects;
- Coordinates County's NY Connects Program to insure the provision of accurate, objective and unbiased information and assistance to individuals with long term care needs;
- Formulates and implements local policies and procedures in accordance with NY Connects State Program Standards;
- Prepares data needed for planning and presentation of an Annual Plan; and oversee all quantitative and qualitative reports as required;
- Develops agreements, contracts and MOUs with other organizations as required and appropriate to further the goals of NY Connects;
- Works with contract agencies on development of new or expanded services, setting up guidelines for services paid for by COFA and linkages with other services for the aging;
- Monitors the contract agencies in regard to services provided under the contracts;
- Designs and supervises need assessment studies, such as training, demographic surveys and other special studies;
- Leads a local No Wrong Door Implementation Team involving representatives of other community agencies in monthly meetings to establish linkages and promote inter-agency communication;
- Supervises related services staff, insuring that staff receives ongoing training to meet minimum competencies for the NY Connects program;
- Coordinates and implements an ongoing public education and awareness campaign about long term care services and supports;
- Assist with development of Aging Services Network Meetings, consisting of local professionals working in aging services, with rotating topics and speakers for the purposes of communication, networking, and training;
- Maintains the department's website;
- Coordinates use of shared client database between COFA and contractors.
- Provides representation for the NY Connects Program within committees and at public meetings as necessary;
- Leads presentations on NY Connects to community groups;
- Leads and actively participates in local Long-Term Care Council activities;
- Ensures a process of performance evaluation, quality assurance and continuous improvement of the NY Connects Program;
- Establishes protocols and maintains confidentiality and HIPAA compliance as required;
- Directly provides information, assistance and options counseling to consumers as necessary.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the needs and interests of older adults and persons with disabilities;
- Thorough knowledge of local long-term care services, community agencies and facilities;
- Thorough knowledge of appropriate Local, State and Federal grants available;
- Good knowledge of the principles and techniques of office management relating to the directing of work and the development and implementation of office policies, procedures and work methods;
- Ability to develop and implement clear and effective procedures and policies consistent with existing laws, regulations and guidelines;
- Ability to supervise the work of others;
- Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
- Ability to conduct program evaluations;
- Good interpersonal and interviewing skills;
- Ability to communicate clearly and effectively verbally and in writing;
- Good knowledge of public relations and outreach techniques;
- Ability to establish and maintain high standards of accuracy and produce products with high professional standards;
- Ability to handle multiple tasks simultaneously, and meet projected time constraints;
- Ability to utilize a personal computer, and related software, with considerable precision, manual dexterity, knowledge and skill to prepare well-constructed oral and written communications, reports and contracts;
- Ability to work effectively with staff, community partners, and the general public;
- Due to the level of writing and keyboard usage, this position will involve considerable visual effort.
- Resourcefulness, tact, courtesy, and integrity;
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

Physical:

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. The employee's ability to hear and communicate (verbal or written) must be adequate to enable them to understand and carry out detailed instructions. The employee must possess a moderate knowledge and ability needed to utilize office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. In respect to the physical demands of this position, there may moderate visual effort and repetitive hand/finger movements associated with the execution of the tasks delegated with this role. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity, and operating knowledge/skill or otherwise demonstrate the ability to meet the requirements of the job. The risk of personal injury is minimal.

Mental:

Mental factors include the ability to multitask and prioritize. Mental focus and the ability to offer calm leadership in the absence of the Director is required. The employee will need the aptitude to understand regulatory requirements as it relates to the aging. The employee must possess a solid intellect and a good memory. It is necessary for an employee to keep track of details. He or she must have the ability to concentrate and make logical and informed decisions. This work may involve considerable demands from tight deadlines, rush orders and/or frequent exposure to distressing human situations.

Environmental:

Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. There may be some travel and networking outside of the office environment. The work can occasionally result in minimal exposure to disagreeable outdoor conditions. The employee may at times work alone. A great majority of the work is performed indoors in a temperature-controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job.

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