

**SENIOR SERVICES PROGRAM MANAGER 1**

**Nature of Work:** Under general direction, performs complex administrative and professional work at the advanced level in managing a major program component within an office or organizational unit in the Bureau of Senior Services. Programs are managed over a specified geographic region of the state, or statewide, and are of equivalent size and complexity. Responsibilities include planning, policy development, direction, coordination and administration of the operation of a major program component in the area of senior services. Issues may be controversial in nature and work requires the ability to persuade or dissuade others on major policy and program matters. Performs related work as required.

**Distinguishing Characteristics:** The Senior Services Program Manager 1 is responsible for administrative oversight and responsibility for planning and operational aspects of a single program within the Bureau.

**Examples of Work**

Supervises professional, technical and clerical staff; makes assignments, and reviews and approves plans of operation. Provides administrative and program direction; enforces agency objectives, policies and procedures. Responsible for management of recruitment/selection process, staff development, disciplinary matters, and other related actions in assigned area. Responsible for developing collaborative efforts among senior services agencies. Performs research and analysis of legislation, work activities or other issues to develop policies, standards and procedures. Monitors and evaluates program administration, and the delivery of services to clients. Provides technical consultation and policy interpretation to staff, supervisor, public officials, and advocacy groups. Plans and implements programs for the training of professional, technical and clerical staff.

**Knowledge, Skills and Abilities**

Knowledge of the theories, principles and techniques of the area of assignment.  
Knowledge of federal and state statutes, regulations and program standards in the area of assignment.

**SENIOR SERVICES PROGRAM MANAGER 1 (CONT'D)****Knowledge, Skills and Abilities (cont'd)**

Knowledge of the objectives of the program area, its procedures, policies and guidelines and their relationship to the rest of the department and other entities.

Ability to plan and coordinate work, plan and project budgetary needs, and organize work and projects.

Ability to direct and supervise the work of others.

Ability to present ideas effectively, both orally and in writing.

Ability to analyze facts and apply them to the management of the area of assignment.

Ability to work effectively with co-workers, the public, advocacy groups, and federal and state agencies in the area of assignment.

**Minimum Qualifications**

**Training:** Master's degree from a regionally accredited college or university in a field related to the area of assignment.

**Substitution:** One year of full-time or equivalent part-time paid experience as described below may substitute for the Master's degree.

**Experience:** Three years of full-time or equivalent part-time paid professional experience in the area of assignment, one year of which must have been in a program administration capacity.

**Substitution:** Post-graduate training in the area of assignment may substitute through an established formula for the non-supervisory experience.

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**SENIOR SERVICES PROGRAM MANAGER 1**

**AREAS OF ASSIGNMENT**

Alzheimer's - Care Giving

Older Americans' Act

Ombudsman

Research and Training

Senior Program Coordination

Technical Assistance and Policy Interpretation

In-Home Services

Rural Aging

Gerontology

Established: 6/19/97

Revised: 8/1/08

Title Change: 2/21/08

Effective: 8/1/08