



## Salt Lake County Job Description

### Program Manager Alternatives

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**DEPARTMENT:** Human Services

**DIVISION:** Aging Services/2300

**JOB CODE:** 102 **GRADE:** 16

**FLSA STATUS:** Exempt

**SAFETY SENSITIVE:** No

**EFFECTIVE DATE:** 08/11/2015

#### **JOB SUMMARY**

Develops, manages, and coordinates contracts for the Community Care and Transitions Program that includes State of Utah Alternatives, Medicaid Aging Waiver, Medicaid New Choices Waiver, Caregiver Support Program, and Service Coordinators. Promotes mission to allow the elderly, low income and/or homebound to age in place with case management and additional supportive services.

#### **MINIMUM QUALIFICATIONS**

Bachelor's degree from an accredited college or university in a Business, Gerontology, or related field, plus four (4) years of related experience, of which one (1) year must have been supervisory; OR an equivalent combination of related education and experience. Education may not be substituted for the required supervisory experience.

Due to the nature of this position, the successful applicant must pass a required background investigation.

#### **ESSENTIAL FUNCTIONS**

*The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.*

*Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.*

- Supervise staff which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisals, and discipline.
- Administers, monitors, assesses, and provides ongoing program development through data analysis, program accountability, system audits, strategic planning, and program evaluation.
- Supervise staff which includes hiring, orienting, training, development, and performance evaluation of staff.
- Negotiates, develops, implements, monitors, and evaluates contracts, including developing and processing Requests for Bids and by monitoring and evaluating quality of services to ensure compliance with Federal, State, and County rules and regulations.
- Monitors program census to maximize the use of Federal and County program funds. Prepares and monitors revenue collections and expenditures in assigned areas.
- Develops, maintains, and monitors community partnerships to facilitate referrals to program and educates the community regarding home and community-based services.
- Develops and maintains public relations activities via marketing and providing resolutions for customer inquiries, concerns, and complaints.
- Monitors budgets to ensure appropriate programming and expenditures.

- Oversees the day-to-day operations of the program.
- Manages recruitment, training, and placement of program volunteers.
- Works closely with staff in troubleshooting Medicaid billing and online chart software.
- Represents the Division at public and professional meetings; makes presentations to community council and County officials.

### **KNOWLEDGE, SKILLS AND ABILITIES (KSA)**

#### **Knowledge of:**

- Personnel supervision, management, and development
- Administration and organization methods
- Budgets and financial management
- Contract and grant development, procedures, requirements, and management
- Program development and evaluation
- Aging processes and differences in older individuals from various social, cultural, ethnic, and socioeconomic backgrounds
- Medicaid, Medicare, and other insurance programs
- Marketing methods
- Computer programs, information systems, and management practices
- Federal funding and policies unique to each respective program

#### **Skills and Abilities to:**

- Interpret and communicate rules, regulations, policies, and procedures for each of the programs
- Recruit, assess, and evaluate customers to make appropriate program recommendations
- Analyze and evaluate program data
- Manage and organize multiple active programs
- Effectively communicate with staff members, program participants, and the general public
- Work independently in the community
- Effectively access community resources and build relationships

### **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

Work is conducted in a basic office environment.

### **IMPORTANT INFORMATION REGARDING THIS POSITION**

Revised Date/Consultant's Initials: 02/10/2016 MP