



Areawide Aging Agency

Job Title: Chief Program Officer (DHS Title - Senior Planner III)
Department: Senior Management/Planners
Reports to: CEO
FLSA Status: Exempt
Approval: CEO
DATE: January 13, 2023

Areawide Aging Agency employee performance expectations: In the performance of their respective tasks and duties, all team members are expected to meet the following requirements:

- Work independently performing quality work within deadlines while understanding the necessity for communicating and coordinating work efforts with other team members, service providers, end-users, and clients.
- Have computer skills, maintain the technical proficiency necessary to complete their duties and have excellent written and verbal communications abilities with attention to detail.
- Establish and maintain effective professional working relationships with team members, management, and the people we serve.
- Maintain strict confidentiality as directed, be honest, trustworthy, dependable, and flexible.

Position Purpose: Under the supervision of the CEO, the Chief Program Officer serves as part of the senior management team of the agency and oversees various operations, including the projects funded by the Older Americans Act, for older persons in Canadian, Cleveland, Logan and Oklahoma counties. This position may also have responsibilities for other programmatic areas.

Essential Duties and Responsibilities: Include, but are not limited to the following:

- Maintains regular attendance at work and is consistently on time; office hours are 8:30 – 5:00, unless other arrangements have been approved by the CEO.
- Maintains and participates as a team member of the Areawide Aging Agency.
- Contributes to the positive reputation of the organization, exhibiting professional behavior at all times in the presence of clients, visitors, and representatives of other agencies.
- Provides exceptional customer service, in all interactions in person or by telephone, being helpful and professional and offering additional information as appropriate that may be of help to the customer.
- Supervises, coordinates, evaluates, and monitors AAA planning staff and activities. Assumes responsibility for programmatic, non-financial grantee functions of the AAA within the guidelines and regulations of the Older Americans Act and the State Agency.

- In coordination with the AAA director, assists in development of the Area Plan.
- Monitors and assesses funded programs and projects. May develop and revise assessment tools for this purpose.
- Coordinates AAA activities with other agencies and organizations involved in the delivery of services to the elderly.
- Works to broaden public support of services to the elderly via coalition building and other appropriate activities.
Conducts and arranges training for project staff, community agencies or organizations, and volunteers.
- Conducts duties from Planner job description as assigned.
- Under the direction of the CEO, coordinates with the news media to publicize services. Establishes and maintains working relationships with all print and electronic media. Submits media releases on functions and events relative to seniors.
- Develops and implements a comprehensive communications schedule for all platforms, including but not limited to the agency's website, newsletter, Facebook, other forms of social media, news articles, and letters to the editor.
- Research complex issues related to aging and writes comprehensive reports on topics of interest to the aging community.
- Participates in all phases of the grant writing process, including identifying opportunities for raising funds, researching the pertinent issue, and submitting the final application prior to the deadline.
- Performs other duties as directed.

Knowledge and Skills: Knowledge of needs of older persons and the aging network in the planning and service area. Knowledge of federal, state and local government regulations affecting aging programs. Working knowledge of appropriate software including, but not limited to, word processing, and desk top publishing. Experience working with Advance Information Management System and the reporting software required by the Department of Human Services preferred. Skills in: supervising and training staff; preparing reports; leadership; organizing; and effective communication skills, both written and verbal.

Knowledge of the grant writing process.

Qualifications: An undergraduate degree from an accredited college or university with major course work in public administration, planning, community organization, social work, social sciences, adult education, public health, human relations, gerontology, or related field. One year of responsible full-time paid employment in a public agency, hospital, community agency, or other closely related area of social services with a minimum of one year in a supervisory or administrative capacity in the aging field or with older persons;

OR

substituting one year of qualifying experience for each year of required education with a maximum substitution of two years. No substitution for one year administrative or supervisory experience in the field of aging or with older persons.

Minimum of three years of experience in management of staff.

A Master's degree in the same fields listed above is preferred.

In addition to the above-listed required qualifications for this position, the successful candidate will also have demonstrated expertise in most of the following categories:

- The ability to manage multiple staff members across various programmatic areas
- Social media, including the ability to create a plan for using social media to deliver strategic messages
- Accounting and budgeting, including the ability to manage a large and diverse number of funding streams
- Fund development, including the ability to prepare written grant proposals
- Ability to advocate for the agency at the local, state and federal level

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from individuals or groups, clients, customers, and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to walk, sit, use hand to finger, handle or reach with hands and arms, to talk or hear. The employee is frequently required to stand. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee may occasionally lift and or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Noise: The noise level in the work environment is generally moderate.

Safety: The employee shall be knowledgeable about and follow Areawide Aging Agency's safety policies and procedures. Employees should immediately report (i.e., during current shift) any accidents, unusual occurrences, or any other safety-related issues to the immediate supervisor.

Dress Code: This position will require direct interactions with the public and will be required to adhere to professional attire. Male employees are required to wear slacks that are neat and clean in appearance, and either short-sleeve or long sleeve shirts with collars, or polo shirts with collars. Female employees are required to wear slacks, skirts or dresses, tops, and sweaters that are nice, and clean. Fridays are considered casual days but all apparel must be nice, clean, and professional in appearance. Shorts, t-shirts, halter tops, tube tops, shirts with inappropriate slogans, tattered, dirty, un-kempt clothing will not be considered as appropriate for this position. Jeans are allowed on Fridays for those employees who do not have appointments; jeans must be clean, pressed, and free of tears or holes.

The omission of specific statements or duties listed above does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between Areawide Aging Agency and the employee, and is subject to change by Areawide Aging Agency as the needs and requirements of the job change.

Areawide Aging Agency is an Equal Opportunity Employer.