



Please submit resumes to:
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 East Texas Council of Governments
 Human Resources
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Director of Aging Programs

Department: Aging
FLSA Status: Exempt
Reports To: Executive Director
Supervises: Has oversight for responsibility for entire Department
Travel: Occasional overnight travel required (up to 25%)

Job Purpose: Oversee the development and maintenance of a comprehensive, coordinated human service delivery system for nutrition and support services for seniors in ETCOG's fourteen-county region.

Essential Job Results:

% of Time	Results Expected and Duties Performed
30%	Ensure effective and compliant program delivery by providing leadership to the Aging staff with regard to performance measures, changes to state and federal law, program development requirements and ETCOG's strategic direction. Exercise full range of supervisory authority with subordinate staff, including making recommendations that carry particular weight to the Executive Director concerning staff selection, training, discipline, performance evaluations and separation.
15%	Ensure financial resources are sufficient to support services for the targeted population of ETCOG's region by developing and reviewing the proposed annual budget and subcontractor projected performance; coordinate with other agencies and human services delivery systems if financial constraints dictate going beyond ETCOG's budgeted programs. Work with the Executive Director and the members of the management team to secure local matching funds in support of the Aging programs.
15%	Ensure the needs of the target population are met regarding funding and program development by serving as a liaison with the state regarding issues related to senior services.
15%	Receive input and direction from ETCOG's fourteen-county region regarding the specific needs of seniors by providing support and technical expertise to the Aging Advisory Committee regarding the oversight and delivery of senior services; serve as a liaison between the

	Aging Advisory Committee and the ETCOG Executive Committee.
10%	Ensure service needs of the senior population are advocated by serving on various local and state boards/advisory committees where decisions impact the elderly.
5%	Ensure vendor compliance with state and federal rules and regulations and excellent communication by reviewing Request for Proposal packets for nutrition contractors, vendor agreements and communicating regularly with service providers and contractors.
5%	Ensure appropriate service delivery levels and budget adherence by reviewing quarterly performance reports and annual closeout reports and taken corrective action, if needed.
5%	Maintain transparent and continuous service levels by investigating and resolving concerns from elected officials, clients and service providers.

Required behaviors for all positions:

- Communicate with co-workers, management, customers, vendors, and others in a courteous and professional manner
- Conform with and abide by all company codes, regulations, policies, work procedures and instructions
- Embrace ETCOG’s Vision, Mission and Purpose
- Demonstrate the values and principles set forth in the **Customer Service Creed** in all interactions with all individuals, both within ETCOG and when dealing with those we serve
- Follow the **Best Practice Management Principles**
- Regular attendance

Key Performance Standards – How success in this position will be measured:

Importance to position (%)	Results Expected	Goals for Meeting Expectations	Tracking Method
30	Services are delivered to targeted population in an effective manner	Program goals are met and services are delivered within budget	Survey results from clients and family members Complaints and compliments from clients and family members Feedback solicited from Advisory Board members

			Quarterly and annual reports
20	Program Compliance	Must hit agreed upon performance measures within +/- 5%	Quarterly and annual reports Feedback Complaints and compliments
30	Staff Leadership	Staff is productive and focused on providing exceptional service	Self-reporting to the Executive Director on a quarterly basis Corrective action is initiated when performance tracking indicates employee performance isn't hitting agreed upon goals and metrics Feedback from HR Director
10	Completed Projects (Priority Outcomes, if assigned)	Projects are turned in without errors and on time	Director tracks own assignments, dates due and dates delivered and reports to Executive Director
10	Elected Officials, Advisory Board Members, and ETCOG Executive Committee are satisfied with department performance	Concerns are responded to promptly and outcome is communicated appropriately	Complaints and compliments Feedback is solicited from Advisory Board members

Qualifications:

Education: Bachelor's degree in Business, Public Administration, or appropriate Social Sciences

Experience: A minimum of 5 years progressively responsible experience in planning, directing, organizing, managing or administering an aging-related program or function

Skills and Abilities: Comprehensive knowledge aging-related programs; ability to identify problems and develop workable solutions; coordination and facilitation of multi-faceted initiatives; strong interpersonal skills; financial management and fund raising skills; ability to work under pressure and meet deadlines; exceptional consensus building and negotiation skills; exceptional leadership skills, with an expectation of excellence and professionalism; ability to exercise appreciable initiative and independent judgment; effective communication skills to include oral and written means; must be detail orientated and well organized.

Other: Valid driver’s license and a safe driving record.

Office Equipment and Software: Computer, calculator, phone, fax, copier, printer, laptop projector; Software: MS Office (i.e. MS Word, MS Excel, MS PowerPoint, MS Outlook).

Decision Making: May make some alterations when following established procedures; develops options by which work can be accomplished.

Interpersonal Communication: Internal customers at all levels; regular interaction with political officials, clients, clients’ family members, Advisory Board members and the ETCOG Executive Committee.

Confidential and Sensitive Information: Access to all manner of personal information, including but not limited to personal employee information and client health information.

Scope of Financial Responsibility: up to \$1,000 without approval

Working Conditions:

Environmental Conditions (noise, temperature extremes, etc.)

<i>Condition</i>	<i>How often encountered (daily, weekly, monthly)?</i>
Temperature extremes	Daily

Physical Exertion

Exertion (list specific examples)	How often (hourly daily, weekly, monthly)?
Sitting at desk	Hourly
Standing while presenting or talking with employees or other groups	Hourly
Walking throughout the building	Hourly
Occasional travel	Normally less than 10%

Lifting up to 35 lbs.	Bi-weekly
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Physical Demands

Physical Activity

Lifting or Exerting

Vision Requirements

Standing 10%

Up to 10 lbs. 20%

Close Vision 20%

Walking 20%

Up to 25 lbs. 5%

Distance 50%

Sitting 80%

Up to 50 lbs. 5%

Color 10%

Fingering/Handling 20%

Up to 100 lbs. 0%

Peripheral 15%

Reaching or Climbing 5%

Depth Perception 15%

Adjust Focus 10%

Stooping or Crawling 1%

Talking or Hearing 80%

Supervisory Responsibility, if applicable:

Approximate Number of employees supervised: Two Directly plus oversight for department

- Assign and check work
- Hire, discipline, terminate
- Plan, appraise job results
- Recommend pay increases
- Train

Compensation:

*Salary commensurate with experience

*Competitive benefit package for full-time employees to include:

- Health Insurance w/ prescription coverage
- Dental Insurance
- Vision Insurance
- Short/Long Term Disability
- Life / AD & D Insurance
- Retirement