

DEPARTMENT: ALL APPLICABLE
CLASSIFICATION: COMPETITIVE
APPROVED: JULY 8, 2019

DEPUTY DIRECTOR, OFFICE FOR THE AGING

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting the Director in the administration of the Office for the Aging. The incumbent may act for and in the place of the Director in planning, coordinating and directing the services, programs and activities of the organization. Additional responsibilities include providing technical assistance to community service providers and subcontractors in relation to program planning and management. The incumbent is responsible for all department planning functions including preparation of the annual/multi-year plan which outlines department goals, objectives and priorities. The work is carried out under the general supervision of the Director with wide leeway allowed in the exercise of independent judgment. The incumbent directly supervises assigned staff and provides general supervision and direction to professional and support staff in the Director's absence. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Assists the Director in the administration of the department and acts for and in the place of the Director when necessary;
2. Negotiates and provides technical assistance to community service providers and subcontractors regarding preparation, program management and planning of joint grant contracts and services;
3. Develops, maintains and analyzes statistical, demographic and programmatic material to aid in reporting and planning activities;
4. Develops department programs, policy, and priorities in relation to the planning process;
5. Provides technical assistance to community agencies and organizations;
6. Monitors department plan for adherence to planned levels of performance and manages on-going plan activities;
7. Coordinates program grants and special projects as assigned by the Director;
8. Plans and develops annual agency budget in conjunction with the Director and Fiscal Administrator;
9. Acts as No Wrong Door (NWD) and Health Commerce System (HCS) Coordinator for the Office;
10. Liaison between NY Connects/Office for the Aging and Department of Social Services, Office of Mental Health, Independent Living Center and other agencies regarding Medicaid and Medicare initiatives and issues;
11. Represents the agency through participation and membership on local and state committees and advisory boards;
12. Provides public information pertaining to Office programs by speaking to groups, preparing news releases and generally interpreting the role of the Office to the public;
13. Trains, supervises, and evaluates assigned staff;
14. Operates a computer for the purposes of entering or retrieving data and for compiling and maintaining reports and records.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the needs and services/agencies available to persons in need of Long Term Services and Supports(LTSS); thorough knowledge of and ability to maintain relationships with agencies, hospitals, health care providers, clients and caregivers; good knowledge of reporting measures; good knowledge of public information and relations techniques; skill in using modern computer software programs at an acceptable rate of speed and accuracy; ability to train, supervise and evaluate subordinate staff; ability to complete, evaluate and use program reports to improve department operations; ability to compile, prepare, and maintain records and reports; ability to manage and evaluate call center efficiency and implement technological solutions; ability to communicate effectively both verbally and in writing; sound professional judgment; tact; initiative and resourcefulness; dependability; physical condition commensurate with the demands of the position.

CONTINUED

DEPUTY DIRECTOR, OFFICE FOR THE AGING CONTINUED

MINIMUM QUALIFICATIONS:

PROMOTIONAL QUALIFICATIONS: Two (2) years of permanent competitive status as an Aging and Disabilities Services Coordinator in the Niagara County Office for the Aging immediately preceding the date of exam.

OPEN COMPETITIVE:

1. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's degree in one of the following areas: Social Work; Counseling; Psychology; Disability Studies; Human Services; Education; Business Administration; or Public Administration and two (2) years of full-time paid experience in a human services agency which served an adult population; **OR**
2. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in one of the following areas: Social Work; Counseling; Psychology; Disability Studies; Human Services; Education; Business Administration; or Public Administration and four (4) years of full-time paid experience in a human services agency which served an adult population.

SPECIAL REQUIREMENTS: Possession of a valid driver's license at time of appointment and throughout the duration of employment.