Van Wert County Council on Aging
Job Description – Program Services Manager

PAY RATE: COMPETITIVE WITH MARKET-BASED PAY WITHIN THE NONPROFIT SECTOR
HOURS PER WEEK: 40 HOURS PER WEEK/SALARIED POSITION
COA VEHICLE PROVIDED: ABLE TO BE USED FOR AGENCY USE

Position is open to all without regard to race, creed, color, sex, age, religion, national origin, or handicap (for complete EEO policy, refer to VWCCOA EEO Policy).

SECTION 1: IDENTIFYING INFORMATION
Position Title: Program Services Manager
Reports to: Executive Director

SECTION 2: POSITION PURPOSE
To oversee the overall day-to-day functions of the office regarding services and to administer various client activity planning.

SECTION 3: RESPONSIBILITIES/DUTIES
● To answer the phone, schedule clients as they call for services, and coordinate the provision of service. During COA weather closings, contact direct service clients to inform them of service/program changes.
● Supervise and monitor equipment usage and supplies. Monitor/order supplies for COA events (i.e., pop and food for bingo concessions). Fill pop, water, and snacks as needed.
● To be responsible for all routine office duties such as typing, daily records for clients and services.
● Stay up-to-date on obituaries, mail sympathy cards, and update client records as needed.
● To communicate with visitors and clients who come to the COA Senior Center.
● To perform information and general referral services for the agency.
● Conduct outreach visits for new clients requesting direct services such as Homemaker service or for homebound clients.
● Schedule chore services as needed. (The Executive Director supervises the chore worker.)
● Maintain ODA Contract paperwork (i.e., Passport or New Freedom) up to ODA standards and review ODA paperwork for the COA annual ODA audit.
● Oversee the logistical and supervision aspects of the drivers' schedules and daily transportation service
● To periodically maintain and update the information and referral resource list/file.
● Planning and Implementation of programmed activities suitable for older adults. Including oversight of standard weekly activities (i.e., morning and afternoon bingo, Zumba, lunch n' learn series, daily card activities, etc.).
● Maintain within programming budget guidelines. The Executive Director must approve all expenditures for activities.
● Prepare a bi-monthly newsletter and include in it a monthly calendar of activities for participants.
● If designated by the Director, assist/support/attend COA events.
● Maintain appropriate client files in the MySeniorCenter software program.
● In conjunction with the Administrative Assistant, maintain the confidentiality and security of the office area and records.
● Oversee Travel Committee. Manage the travel program and attend COA fundraiser travel trips (typically start around 6 am and end around 8 pm)
● Assist the Director and Administrative Assistant in the planning and execution of agency fundraisers.
● Open the COA Building in the morning and close/lock the building at the end of the day.
● Assist the Administrative Assistant with income verification, including daily cash flow sheets and event cash counts. Serve as a secondary check signer for agency checks.
● Other duties as assigned by the Director

SECTION 4: ADDITIONAL SUPPORTIVE REQUIREMENTS

● Fundraising:
  -Assist with approximately 9 drive-thru meals, 3:30 pm-6:30 pm
  -Designer Purse Bingo- Friday evening in June- ends about 10
  -2 Bingo fundraising sessions- usually until around 9 pm
  -September Mum sales in conjunction with the September drive-thru meal
  -Assist in scheduling/recruit volunteers to assist with events
  -Event Planning--Assisting in setting up for the monthly Board of Directors meeting and the annual volunteer dinner

SECTION 5: PHYSICAL REQUIREMENTS

● Must be able to stand, kneel, or squat as is necessary to perform the basic job responsibilities.
● Must have the capacity and skills to multitask.
● Must have the visual ability to record, read, and decipher information on documents.

SECTION 6: POSITION REQUIREMENTS

● Must have a High School diploma or GED. It is preferred that the individual have a minimum of an Associate Degree in human services or business administration, or 5 years of experience applicable to the position.
● Must be proficient in the use of computers/technology-based equipment, including Microsoft Office and Google Suite (or be trainable to learn software).
● Must have a valid driver's license, a clean driving record, a dependable car, and adequate insurance.
● Must be able to pass a criminal background check that meets Ohio Department of Aging Passport rules. As well as a background check confirming no involvement in fraudulent or theft-related activities.
● Willingness to keep hours flexible to meet the needs of the VWCCOA Special events, client activities, and be flexible to the overall job duties to be able to fill in as needed.
● Ability to communicate effectively and be sensitive to the needs of the clients and to maintain agency confidentiality.
● Must be able to complete paperwork, handle money/funds with accuracy and honesty.
● A willingness to meet all agency education and training requirements.
● A willingness to cooperate with agency staff, clients, volunteers, and the board of directors for the common welfare and goals of the VWCCOA.
● Must abide by OSHA rules and regulations.