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 hrs. per week/ Salaried Position
COA Vehicle Provided: able to use 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 reference 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 in regards to 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
●To be responsible for all routine office duties such as typing, daily records concerning staff, clients and services.
assistance to clients in completing and follow up on insurance claim forms, HEAP, Homestead Exemption
●To communicate with visitors and clients in that come to the COA/Senior Center.
● To perform information and general referral service for the agency, and to refer clients to the Director or Administrative Assistant if a client needs prior scheduling service or more detailed information.
●Conduct outreach visits for new clients requesting direct services such as Homemaker service or for homebound clients.
●Prepare the basic clients chore work and to compile a monthly chore work schedule (the chore worker is supervised by the Executive Director).
●Maintain ODA Contract paperwork (i.e. Passport or New Freedom) up to ODA standards and review ODA paperwork for COA annual ODA audit.
●Other duties as assigned by the Director
●Oversee the logistical and supervision aspects of the drivers' schedules and daily transportation service
●To periodically maintain and update information and referral resource list/file.
● Planning and Implementation of programmed activities suitable for seniors and the elderly. 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. All activity expenditures must be approved through Executive Director.
●Prepare Bi-Monthly newsletter and include in it a develop monthly calendar of activities for participants.
● If designated by the Director, assist/support/attend COA events.
● Maintain appropriate client files on MySeniorCenter software program.
●In conjunction with the Administrative Assistant maintain confidentiality secureness of the office area and records
●Oversee Travel Committee. Attend COA fundraiser travel trips (typically starts around 6 am and ends around 8 pm)
●Assist the Director and Administrative Assistant in the planning, execution of agency fundraisers.
●Open COA Building in the morning and close/lock the building at end of the day.
●Assist Administrative Assistant with income verification including daily cash flow sheets and event cash counts. Serve as 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 8 pm
-Mum sales- September in conjunction with September Drive thru meal
-Assist in scheduling/recruit volunteers to assist with events
-Event Planning--Assisting in helping to setup for monthly Board of Directors meeting and 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 multi-task.
●Must have the visual ability to record, read and decipher information on documents.

Section 6: Position Requirements

●Must be 18 years of age and 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 valid driver's license, clean driving record, 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 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 paper work, 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 board of directors for the common welfare and goals of the VWCCOA.
●Must abide by OSHA rules and regulations.

Section 7: Position Working Hours

●7:30-4:30 Monday thru Friday with 1 (one) hour unpaid lunch