



PARK COUNTY

— SENIOR COALITION —

Program Manager

The Park County Senior Coalition is dedicated to serving Park County residents 60+. The mission of the Park County Senior Coalition is to help seniors maintain the highest quality of life by remaining in their homes as long as they wish and are able.

General Purpose:

The Program Manager position provides services and guidance to clients who are eligible for assistance through the various programs offered through the Park County Senior Coalition. This position works closely with clients and their caregivers to determine needs, link clients with resources, and provide referrals to appropriate community agencies. This position determines the client's eligibility for Park County Senior Coalition programs and carries out the program requirements and procedures. This position is responsible for planning, organizing, coordinating, implementing, documenting, and tracking a variety of services to enhance the quality of life and the well-being of senior citizens. The Program Manager operates under the general direction of, and reports to, the Executive Director.

Essential Job Functions:

- Completes initial Park County Senior Coalition assessment, ensuring that paperwork and application are complete and accurate
- Perform a functional evaluation of care recipients Activities of daily life (ADLs and IADLs). Determines program eligibility and communicate program eligibility with client
- Responsible for documenting Case Management procedures and care plan updates
- Offer guidance and support clients and caregivers with appropriate community and state resources
- Conduct 6-month follow-up interviews for program clients and input assessments in software for monthly reports
- Process all program paperwork and client payments using correct protocols, tracking system, and documentation requirements
- Respond to calls, emails, voicemails, and requests promptly and completely

- Assist with development of volunteer onboarding and provide volunteer training for various programs
- Assist with the creation and distribution of newsletters and marketing material.
- Communicate with existing clients about our programs, updating applicable assessment forms, and direct service delivery and completing software input
- Support the organization's goals and mission
- Provide clerical support and administrative duties such as reception, mailings, filing, and other related duties
- Acts as a community partner, representing Park County Senior Coalition responsibly at all times. Responsible for enhancement of PCSC's image by working closely and positively with other professional, civic and private organizations in the community
- Help provide content for website and social media
- Conducts program surveys for clients once a year
- Coordinates with the ED to make modifications and additions to existing services and programs. Works with the ED to document these changes and inform the Board.
- Responsible for working with the ED to support the fiscal integrity of the PCSC
- Other duties and projects as assigned

Specific Job Skills Required:

- Must have strong attention to detail and high level of accuracy
- Ability to effectively prioritize daily work flow
- Exceptional verbal and interpersonal communication skills
- Professional verbal and written communication skills
- Strong organizational skills
- Proactive approach to operational improvements and problem solving
- Demonstrates ability to work with minimal supervisory guidance and exercises independent judgment
- Good documentation skills
- Adapts easily to changes in work assignments and environment and is willing to assume additional responsibility and learn new procedures
- Ability to handle pressure, and a high intensity workload
- Knowledge of community resources and counseling/social work practices with high risk populations. Experience working with persons in crisis
- Ability to work independently with strong sense of focus, task-oriented, nonjudgmental, clear sense of boundaries
- A strong sense of and respect for confidentiality involving both clients and fellow employees
- Advanced computer skills and high level of proficiency with Microsoft Suite of products
- Ability to operate standard office equipment including calculator, copy machine, fax and multi-line telephone

- Proficiency using and learning new software management programs and databases
- Financial management experience and preferably experience with QuickBooks
- The Program Manager is to ensure all data collection received and used is within HIPPA guidelines. Must safeguard the confidentiality of all clients and organization information
- Works with the ED to build and lead an effective team dedicated to fulfilling the organization's mission through highly successful program implementation and community engagement
- This position requires the Program Manager to be self-motivated, organized and very task-oriented

Physical Requirements:

- Ability to stand for moderate periods of time
- Ability to sit and type for extended periods of time
- Ability to participate in interpersonal conversation
- Ability to hear and respond to phone calls
- Ability to stoop, kneel, crouch, and balance while performing administrative duties or operating office equipment
- Must be able to lift up to 30 lbs
- Ability to regularly assist with unloading deliveries and utilize hand cart
- Ability to travel throughout the county, region, and state when necessary for events, training, and client home visits
- Occasional evening and weekend hours for special events

Education and/or Experience:

Education: High school diploma or GED and 2 years' experience in a related position required. Additional education and/or experience preferred. Previous related experience in a non-profit organization desired. This is a sensitive/critical position requiring a current Colorado Driver's License and Colorado Bureau of Investigation Background Check.

Job Location and Details:

This position is located at 825 Clark St. Suite C in Fairplay, CO with occasional travel across Park County. This position is 32 hours/week Monday through Thursday 7am-4pm. (part-time 25-32 hours a week would be considered) Pay: \$18/hr. Accrued PTO and paid national holidays.

This description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to describe the general nature and level of work with this job title. This position is subject to funding availability. Park County Senior Coalition is an equal opportunity employer.

Please send resume and cover letter to Park County Senior Coalition Executive Director, Jennie Danner at jdanner@parkco.us

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