



CLASS SPECIFICATION

Class Title: Senior Services Bureau Manager
Department: Health – Senior Services
FLSA: Non-Exempt

Class Code: 5522
Grade: 25
Eff. Date: 02/01/2017

GENERAL PURPOSE

Under general guidance and direction of the Department Deputy Director over Senior Services, manages, develops, supervises, analyzes, and evaluates multiple community and home based programs for the Community Services Bureau, including Long-Term Care Ombudsman (LTCO), staff, and contracts.

EXAMPLE OF DUTIES

Plans, manages, supervises, and evaluates programs related to assigned Senior Services programs for Davis County. Implements program activities in accordance with contractual and legal requirements. May perform duties required of employees in assigned programs, including Long-Term Care Ombudsman, or home visits and assessments.

Hires, trains, and supervises employee; assigns and evaluates work; provides technical assistance; promotes professional development.

Evaluates program data and outcomes; shares appropriately with team and partners. Utilizes and implements quality improvement strategies.

Monitors budgets for effective and efficient use of funds, ensuring compliance with contract and legal requirements.

Develops measurable outcome goals for programs, and evaluates programs by developing and administering evaluation tools. Analyzes quantitative and descriptive data, and based on analysis, recommends research and programmatic changes. In response to community assessments and data, develops plan and programs to meet the needs of County residents.

Prepares reports and participates in developing short and long range plans; establishes measurable goals and objectives in collaboration with administration and staff that support the mission of the Health Department; develops performance plans.

Develops, maintains, and monitors community partnerships to facilitate and promote programs and services to help older adults live independently in community. Educates the community regarding home and community based services.

Ensures recruitment, training, and placement of program students and volunteers.

Assists in receiving, investigating, and resolving complaints in long-term care facilities. Advocates for the rights of the residents.

Assures provision of culturally competent services. Identifies high-risk populations and develops outreach activities to meet needs of target groups.

Consults with State and local government/school officials and other community organizations regarding division programs as assigned and other matters related to aging network service delivery. Collaborates with agencies to identify barriers to receiving services and supports encouraging independent aging.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. **Education and Experience:**

Graduation from an accredited college or university with a Bachelor's Degree in gerontology, nursing, social work, health education, recreational therapy or a human service related field, plus five (5) years of full-time related work experience, OR four (4) years of full-time related work experience plus one (1) year of supervisory experience. Preference for supervisory experience. An acceptable combination of education and experience may be considered.

2. **Special Qualifications:**

Must pass a criminal history background investigation.

Must obtain State Ombudsman Certification within six (6) months of hire date.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

Note: The LTCO shall have no conflict of interest which would interfere with performing the function of this position including, but not limited to:

- Involvement in the licensing or certification of a long-term care facility;
- Facility ownership or investment interest, represented by equity, debt, or other financial relationship in a long-term care facility;
- Employment by, or participation in, the management of a long-term care facility;
- Receiving, or having the right to receive, directly or indirectly, remuneration in cash or in kind under a compensation arrangement with an owner or operator of a long-term care facility.

3. **Necessary Knowledge, Skills and Abilities:**

Knowledge of: community resources available to senior citizens; funding sources; record keeping; management and supervisory practices and procedures; departmental and County policies and procedures.



CLASS SPECIFICATION

Skill in: advocacy; problem solving; complaint and dispute resolution; consumer education; community organizing; general management.

Ability to: assign, supervise and evaluate the work of others; prepare timely reports; relate well with senior citizens; communicate effectively (orally and in writing); follow written and oral instructions; establish and maintain effective working relationships with supervisors, other county employees, other agencies, clients, and the general public.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***