



Area Agency on Aging

Job Description & Classification Specification Lewis-Mason-Thurston Area Agency on Aging

Community Supports Director

FLSA Status: Overtime Eligible/Non-Exempt

2021 Salary Range: \$71,004-94,404 Annual

Reports To: Executive Director

Supervisory Responsibilities: Yes

This class specification is not part of the collective bargaining unit.

JOB OVERVIEW

The Community Supports Director supports the Executive Director and organizational partners in the development, maintenance and management of community support programs and initiatives. This is a key management position with responsibility over a full range of related activities. Responsible in supporting the planning and administration of the agency's initiatives, programs and strategic plans. This position is a member of and collaborates with the Executive Leadership Team and liaises with the agency's governing board and the Advisory Council. Assists in the development of strategic partnerships within the agency's network and scope. This position provides oversight and leadership to various programmatic staff and teams.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

- Provides visionary leadership and strategic direction to unit staff
- Oversees the Family Caregiver Support Program, the Information and Assistance Program, CLC Program and other Community Support Programs
- Leads and assists in the development of healthy aging and other related agency initiatives; coordinates with agency units and staff and community partners
- Is an active member of the Executive Leadership Team to support the agency's strategic direction, leadership, administration, management, human resources and operations activities
- Assists in program planning, implementation and development
- Oversees the agency's outreach and branding activities; develops and implements the agency's outreach plan; coordinates advocacy efforts with the Executive Director

- Assists in the assessment and response to client, community and agency needs and trends as they relate to delivering and planning a comprehensive system of support services, programs and resources
- Collects, analyzes, interprets and reports comprehensive data, information and statistics to develop effective goals, objectives and strategies; and to understand performance metrics and standards and respond appropriately
- Acts as an advisor to the Executive Director providing consult, recommendations, support and expertise
- Engages in intergovernmental and community relationships and projects as related to the agency's initiatives; assists in developing strategic partnerships
- Cultivates strong internal communication and partnerships with all staff and agency units to create a collaborative working environment and accomplish goals
- Convenes and coordinates various stakeholder meetings, trainings and events
- Ensures programmatic and agency compliance with all local, state, federal rules and regulations and agency policies
- Represents the agency and partners in local and state committees, work groups or task forces
- Supports the development and maintenance of agency systems
- Prepares and delivers oral and written presentations and reports
- Participate in collective bargaining agreement negotiations and functions
- Monitors the applicable programs budget and expenditures to support management of the agency's resources
- Other related duties as assigned

SUPERVISION

This position directly supervises the Access Services Supervisor and may directly supervise other unit staff as designated or as appropriate.

This position supports the Executive Director in agency management responsibilities and indirectly oversees and supervises agency staff activities.

CORE COMPETENCIES & JOB REQUIREMENTS

- Demonstrated knowledge of local aging network services and skill in working with older adults, adults living with a disability, and unpaid family caregivers
- Demonstrated working knowledge of effective approaches that address the challenges faced by seniors, disabled adults, and unpaid family caregivers, including dementia, mental health issues, and common diseases or chronic conditions associated with aging
- Self-directed with ability to exercise exceptional judgement and strategic thinking
- Operates with high standards of excellence and integrity
- Establishes and utilizes effective and efficient communication practices and principles verbally and in writing; can effectively disseminate and manage information to/with multiple parties
- Cultivates strong and effective working relationships with the Executive Director, the

- Executive Leadership Team, all agency staff and community partners
- Strong ability to objectively facilitate and navigate difficult and challenging situations or conversations; can effectively resolve conflict amicably and professionally
- Working knowledge of HR functions and responsibilities
- Demonstrated skill in working with governmental organizations, nonprofit organizations or similar
- Demonstrated and strong working knowledge of leadership and public management principles
- Maintains confidentiality of sensitive information, data and documents; maintains the utmost discretion of the Executive Director's confidence
- Creative and strategic problem solver
- Assesses and assures effective quality program delivery and performance
- Effectively monitors and evaluates team and individual staff performance; providing feedback and results; defines purpose and expectations; sets and meets strategic goals
- Knowledge of planning principles, tools and techniques, including public involvement
- Upholds and operates with a collaborative and team-oriented mindset
- Working knowledge of strategic planning and implementing action plans
- Successfully pass a background check according to DSHS/ALTSA and agency policies

REQUIRED EDUCATION & EXPERIENCE MINIMUM*

Bachelor's Degree in Public Administration, Community Planning, Human/Social Services or related discipline.

(4) Years of progressively responsible professional work in program management and development of human or social services or related field. (2) Years public administration, non-profit or governmental experience. (4) Years of progressively responsible experience in management.

*An equivalent combination of related education, training and experience that demonstrate the knowledge, skills and ability to effectively perform the essential functions of the position may be considered.

PREFERRED EXPERIENCE

Grant management, planning experience, human resources.

CERTIFICATES & LICENSES

Valid driver's license, appropriate insurance and vehicle available for work-related travel.

Ability to pass a background check.

WORKING CONDITIONS

Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM. Travel is required within Lewis, Mason and Thurston counties and occasionally to other parts of the state.

LMTAAA office is a non-smoking environment.

DISCLAIMERS

The statements contained herein reflect general details as necessary to describe the essential functions and core competencies of this position, the level of knowledge and skill typically required and the scope of responsibility. This job description, while comprehensive, should not be considered an all-inclusive listing of work requirements or tasks. Individuals may perform other duties as assigned.

LEWIS MASON THURSTON AREA AGENCY ON AGING IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO WORKING WITH ITS EMPLOYEES TO REASONABLY ACCOMMODATE THEM WITH THE PHYSICAL ASPECTS OF A POSITION. QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO RACE, CREED, RELIGION, COLOR, AGE, SEX, NATIONAL ORIGIN, MARITAL STATUS, VETERAN STATUS, SEXUAL ORIENTATION, OR THE PRESENCE OF ANY SENSORY, MENTAL OR PHYSICAL HANDICAP.

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