

Senior and Veteran Services Director



Position Description

Status

Full-Time, Exempt

Compensation

C42

Bargaining Unit

N/A

Summary

This position provides customer service to both seniors and veterans. Is responsible for the overall strategic planning for the service area, which includes service contracts, reporting, financial administration, and customer satisfaction.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position has direct supervisory responsibilities and serves as a coach and mentor for other positions in the department.

1. Contract management for service contracts to ensure appropriate spend down, contract compliance and technical assistance with any customer service or quality issues that may arise.
2. Responsible for the development of and revisions to, the departmental policy and procedure manual.
3. Perform service provider quality reviews with one annual formal comprehensive site visit for each contract that reviews all written policies, staff trainings, client and personnel records, supervisory visit report, and reviews billing to ensure contract compliance and client satisfaction.
4. Assist the Chairperson for the COA with strategic planning and monthly meetings.
5. Responsible for the financial oversight, personnel management, quality assurance and overall vision for the service area.
6. Oversight of Relief Fund process, payments, and types of requests to be presented to the committee.

Reports to

Executive Director of Services

Supervises

Senior and Veteran Staff

Position Category

Manager

8. Responsible for preparing the annual budgets for both Senior and Veteran Services.
9. Responsible for ensuring Senior and Veteran services are represented on all appropriate committees and functions throughout the County and where appropriate, provider leadership to committees with a specific focus that aligns with our overall mission.

Competencies

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position has direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel is required to access County buildings, employees and various outside clients.

Required Education and Experience

1. Bachelor's degree in human services, public administration, business administration or related field. and/or an equivalent combination of education and experience would be considered.
2. Three (3) years of contract management experience.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____