



PROGRAM MANAGER POSITION

SCOPE OF WORK. 32 hours per week; Mon-Fri; occasional weekends and travel out of service area.

- Work with No Wrong Door (NWD) Council and four (4) ADRC Specialists to create and implement an Outreach and Marketing Plan for NWD options/benefits programs and services;
- Raises awareness in the Community about NWD's long-term care support services and options and promote the Network of Care, the resource database for service providers and consumers in SW Colorado;
- May be asked to lead meetings, be a presenter and be engaged and prepared for other related meetings about AAA funded programs;
- Is the primary contact person for the NWD pilot program;
- Works closely with AAA providers and stakeholders to manage and process monthly billing and requests for reimbursements;
- Participate in the Person-Centered Counseling, as outlined by the NWD Contract and deliverables;
- Works with all types of disabilities, ages, and families/individuals with all income levels;
- Works with the Contract Reimbursement System (CRS) to manage voucher program and possibly contracts, budgets and reimbursement information;
- Trains and assists providers with voucher program tasks;
- Works closely with staff from State and Federal Agencies and other funding partners as required;
- Works with stakeholders throughout Region 9 – to develop multiple entry NWD point systems;
- Attends provider meetings, NWD Council meetings, staff meetings and other meetings as appropriate;
- Works with QuickBooks program to enter invoices and create provider/stakeholder billing for accounting firm;
- Works with databases provided and required by funding partners (training provided);
- Works to meet program deadlines, as outlined by contract agreements;
- Other duties as assigned by Executive Director

QUALIFICATIONS AND BACKGROUND.

- Must hold a minimum Bachelor's degree in Arts, Behavior Science or have relevant life experiences
- Minimum 2-3 years work experience in the field of social work or public services
- Must have a person centered philosophy
- Must meet reporting deadlines as outlined by the State Unit on Aging/NWD
- Must be willing to participate in 8 hours of annual required training
- Must be willing to travel throughout Region 9 and on occasion, outside of the service area
- Strong problem solving and analytical skills sufficient to identify issues and proposed solutions to customers and management
- Experience in bringing diverse people together to form a team
- Must be able to express empathy and understanding of customer/patient situations
- Requires PC knowledge and software applications that include Microsoft Word, Excel, Power Point, website design, and Publisher.
- Must be able to cope and adapt to a high level of stress and work independently
- Strong written and verbal communication skills
- Excellent interpersonal and customer service skills

- Independent decision making and the ability to meet deadlines
- High level of professionalism is required
- Experience in web based communications is desirable (i.e. Skype, webinars, etc.)
- Must be willing to seek funding opportunities through grant proposal writing.
- Proposal writing experience is highly desirable (tip: demonstrate any grants awards that you were responsible for)
- Proficiency in budgeting and budget planning is desirable
- Must be flexible and be able to work occasional weekends for planned events or workshop opportunities (as an attendee or facilitator)

OTHER

- Assist Executive Director in other areas that are required in a small office environment (must be willing to “wear many hats”)
- Must be willing to cross train and learn other duties within the organization
- Some bookkeeping responsibilities are required – QuickBooks knowledge is desirable (some on the job training is available)
- Must be willing to engage in Professional Development or continued education at own expense. (Presently our organization does not have a policy to help in this area, but sometimes we are able to find opportunities for scholarships)
- **PLEASE READ:** No Wrong Door (NWD) program is funded for one (1) year. There is a possibility of continued funding, but there is also a possibility that the program could end.
- The voucher program for the AAA is on-going. About 10-15 hours per week.

HOW TO APPLY

- 32 hours per week. Salary range is \$35,00 to 50,000; depending on education, experience and knowledge of older adult programs as well as long term services and supports in SW Colorado.
- This position is combined with the No Wrong Door Pilot Program and State Unit on Aging’s Older Americans Act program. This position is eligible for paid time off after the probationary period is satisfied.
- During probation period, tasks to be completed are specific. Must complete Person Centered Train the Trainer program within the first month of hire and during the probation period.
- Send a letter of interest, resume, a writing sample and 3 professional references to:
AAA Hiring Committee, c/o San Juan Basin AAA, P.O. Box 5456, Pagosa Springs, CO 81147
- PLEASE, no calls. However, you may email us with questions at Director@sjbaaa.org

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*San Juan Basin Area Agency is a 501 (c) (3) nonprofit organization
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