



AREA AGENCY ON AGING  
REGION ONE, INCORPORATED

## **VICE PRESIDENT OF PROGRAMS & SERVICES**

**DEFINITION:** Under the supervision of the President & CEO, and as a member of the Leadership Team, responsible for comprehensive management, coordination, planning, program development, evaluation and supervision of programs, grants and special projects as assigned.

### **I. MAJOR DUTIES**

#### **A. Program Development**

1. Identify unmet needs and propose new programs for development including the identification of potential funding sources.
2. Provide oversight in the implementation and management of new programs, services and/or initiatives.
3. Keep up to date on current literature, statistics and trends as they apply to assigned programs and projects.

#### **B. Program Coordination, Supervision and Project Management**

1. Manage all program activities including program administration, program budget oversight, stakeholder relationship-building, program coordination and evaluation.
2. Ensure adherence to applicable policies, procedures and funding requirements.
3. Complete monthly, quarterly and annual reports on time as needed.
4. Respond to client or programmatic concerns, complaints and grievances.
5. Supervise assigned Program Directors and assure program quality.

#### **C. Evaluation**

1. Evaluate program performance on an ongoing basis for effectiveness, progress on goals, and achievement of funder/contractor requirements.
2. Develop, maintain and report on Continuous Quality Improvement Metrics for assigned programs.

D. Accreditation and Area Plan

1. Maintain compliance with Council on Accreditation standards and recommend changes to policies, procedures and plans as needed.
2. Participate as assigned in needs assessment process.
3. Participate in the development of the Area Plan and ensure goals and objectives are completed as assigned.

E. Leadership

1. Communicate regularly and keep President & CEO informed.
2. Act as liaison on behalf of program staff to other members of the Leadership Team to ensure sound program administration, fiscal oversight and communication.
3. Address personnel and staffing issues, and include Human Resources as needed.
4. Maintain documentation and records.
5. Represent the Agency at local, state and national meetings and conferences as assigned.
6. Advocate on behalf of client populations as approved by the President & CEO.

II. OTHER DUTIES

- A. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service.
- B. Perform other duties as assigned.

III. QUALIFICATIONS

- Master's degree in Public Administration, Social Work or related field
- Five years of progressively responsible experience in managing public and or non-profit social services
- Experience in program development, program management, planning, supervision, evaluation and budget oversight
- Direct experience in social services including case management preferred
- Bachelor's degree combined with eight years of experience can be substituted for a Master's degree
- Excellent written and verbal communication skills
- Have or able to obtain a Level One Fingerprint Clearance Card

The Area Agency on Aging, Region One is an equal opportunity provider and employer. It does not discriminate on the basis of race, color, age, ethnicity, religion, national origin, sexual orientation, gender identity, marital status, disability, or status as a U.S. veteran.