

PROGRAM COORDINATOR (NY CONNECTS)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized coordinating and liaison work involving responsibility for developing, implementing, and monitoring the activities and goals of the NY Connects Program administered by the Office for the Aging. The work involves the direct provision of services to provide assistance and deliver information to individuals of Rockland County seeking long-term care and related services in accordance with NY Connects Program guidelines, regulations, and goals. The work is performed under the direct supervision of the Assistant Director, Office for the Aging, and supervision may be provided to technical and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates the activities and services of the NY Connects Program (i.e., long-term care and related services) in accordance with New York State regulations and develops procedures and policies regarding such activities and services;

Assesses the need for services and develops service plans in accordance with regulations, program guidelines and goals;

Coordinates and participates in the Long Term Care Council in accordance with NY Connects Standard 13 to conduct long term care system planning and development;

Supervises NY Connects Program staff regarding NY Connects program requirements and procedures and ensures compliance with same;

Acts as liaison to County departments, community agencies, and New York State representatives to exchange information, resolve problems, develop procedures, etc., regarding the NY Connects Program;

Develops, implements, and evaluates consumer satisfaction surveys and conducts focus groups to gather information to determine program effectiveness;

Develops and implements informational materials and procedures to educate the public, community groups, policymakers, etc., and increase awareness regarding the NY Connects Program, especially as it pertains to long-term care, services and support;

Attends a variety of meetings and conferences;

Prepares a variety of reports, including those required by New York State law.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of New York State and local policies and regulations related to the NY Connects Program; good knowledge of Rockland County programs and community resources related to long-term care services and support*; working knowledge of the characteristics, needs and interests of the elderly and disabled; ability to supervise the work of others; ability to develop and evaluate program procedures; ability to establish and maintain cooperative relationships with others, including but not limited to community agencies, service providers and the general public; ability to maintain records and prepare a variety of reports; ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

1. An Associate's degree and four (4) years of post-degree experience that substantially involved the administration, coordination, supervision and/or provision of services to individuals or clients in a human services** setting; or
2. A Bachelor's degree or higher and two (2) years of post-degree experience that substantially involved the administration, coordination, supervision and/or provision of services to individuals or clients in a human services** setting.

(over)

NOTE: Possession of a Master's degree may be substituted for one (1) year of the required experience.

SPECIAL REQUIREMENT:

Possession of a valid motor vehicle license or accessibility to transportation to meet field work requirements in a timely and efficient manner.

*To be demonstrated during the probationary period.

**Human services setting shall be defined as a public or private organization in which human services are provided, generally to prevent as well as resolve problems and to assist individuals in functioning as effectively as possible; services include but are not limited to social, economic, psychological and/or emotional support services that are provided to clients or individuals (services are generally related to public assistance, social services, mental health, substance abuse, aging, special needs children, etc.). Human services experience involves direct contact with clients and such contact requires judgment on the part of the human services provider in interacting with or responding to clients.