



Custer County, Montana
1010 Main Street
Miles City, MT. 59301

AGING SERVICES DIRECTOR Job Description

June 2021

The Custer County is an equal opportunity employer. The County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change. Reasonable accommodations may be made to enable individuals with disabilities to perform any non-essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform any non-essential functions.

Job Title: Aging Services Director	FLSA Status: <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Department: Aging Services	Reports to: Custer County Commission
	Grade: 11

Work Unit Overview: The incumbent in this position is assigned to the Aging Services Department, and as directed by the Custer County Council on Aging (appointed citizen volunteers), determines the needs and interests of all Custer County senior citizens (over 60), develops long and short range plans to alleviate these needs and address these interests, and may also develop, implement, supervise and evaluate programs to meet seniors' needs. All Council decisions and actions are subject to the approval of the County Commission.

Job Summary: The Aging Services Director plans, organizes, performs, and supervises the Council on Aging services provided by the County using state and local government funding. This includes but is not limited to scheduling volunteers as needed, assisting the Commissioners with the procurement of vendors as necessary and any reporting as required by funding sources.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

Administrative Functions

- Plan, organize, staff, direct and coordinate the activities of the Aging Services Department to ensure optimum effectiveness in carrying out County functions and processes. Set goals and deadlines for the Department.

Budgetary and Fiscal Functions

- Administer the annual Department budget established by the County Commissioners to ensure the performance of the assigned areas of responsibility within budget. Monitor revenues and expenditures in assigned areas to assure sound fiscal control and prepare annual budget requests. Ensure effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Obtain financing for Department projects by planning and implementing fundraising projects, if applicable. Coordinate grant seeking and grant administration activities for the Department.

Community Engagement Functions

- Conduct advanced business process and information system research and analysis to develop solutions to enhance and support County requirements and initiatives. This includes conducting County-wide needs assessments, including working with functional groups and internal business clients (**see Attachment A**) to develop short and long-term plans; conducting business process analyses and feasibility studies to determine the most effective and cost-efficient methods of enhancement and modification to existing business processes and system applications; and conducting preliminary cost/benefits analyses.
- Develop and implement methods and procedures to inform the public of current and proposed programs and projects, and obtain the participation of interested citizens and groups in program development and operation. Compose and distribute press releases, newsletters, etc.

Daily Operations Functions

- Answer a variety of routine and technical questions related to the organization, functions, procedures, regulations and programs of the Department after determining that information may be given; answer inquiries for complaints; handle requests for information appropriately and use judgment in handling sensitive information by adhering to Department rules of confidentiality.
- Perform the duties of an Administrative Assistant when necessary such as preparing and handling routine correspondence; performing internal and external customer service; maintaining records, files and databases; taking meeting minutes; ensuring that the Department is stocked with needed supplies and equipment; plus any other task listed on Administrative Assistant job description.

Non-Essential Functions:

- Attend workshops, seminars and educational sessions to keep updated on changes, trends and best business practices in assigned area of Departmental responsibility.
- Research, organize, and coordinate a variety of special reports, summaries and related materials in support of ongoing Departmental activities.

- Perform a variety of miscellaneous duties such as running errands, picking up supplies needed for activities, making arrangements for use of County facilities, setting up tables and chairs, etc.
- Perform other duties as assigned including but not limited to managing special projects, coordinating public meetings and community outreach programs, attending meetings and conferences, providing backup for other staff, participating in training and continuing education, etc.

Physical Demands and Working Conditions: *The demands and conditions described here are representative of those the employee must meet to perform the essential functions of the job.*

- Work is done mostly in an office.
- The employee is constantly required to use hands to handle or feel objects and to keyboard.
- Frequently required to sit, talk, write, listen and read.
- The employee may infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.
- The employee is infrequently required to lift and/or move up to 25 pounds.
- The noise level of the office is usually moderate.
- May involve occasional travel by auto to attend meetings with community partners.

Supervision Exercised: *See current list (Attachment B) of jobs reporting to the subject position and level of supervisory authority.*

This position supervises paid staff allocated to the Department, as well as volunteer staff.

Knowledge, Skills, and Abilities:

The job requires knowledge of the concepts and theories of public administration; financial budgeting, accounting, and management; county budgetary process; principles of communications and public relations; and office operations. Also requires knowledge of advanced research and documentation methods and techniques; computers and electronic data processing; modern office practices and procedures; administrative techniques and principles of organization; accounting; budgeting; data collection, and preliminary analysis; report writing; application and use of basic statistics; interview techniques sufficient to obtain information related to employment and administrative matters; written and oral communications, including language mechanics, syntax and English composition; spreadsheet and word processing applications including basic methods of graphic presentations. May require knowledge of human resources administration, depending upon the size of the county department and allotted staff.

The job requires skill in fiscal projection and program budgeting and in the operation of a personal computer, spreadsheets, word processing software, department and county computer applications, and the Internet.

The job requires the ability to assess complex issues and determine their impacts on program operations and activities; interpret and apply well-defined administrative rules, regulations, and policies to determine how to take care of problems; effectively meet and deal with the public; communicate effectively verbally and in writing; maintain complex filing systems; handle stressful situations; work extra hours as required; compose original correspondence summarizing complex or far-ranging data; collect, compile and analyze qualitative and quantitative data; understand and explain laws, regulations and policies governing program operations; establish and maintain effective working relationships with management, employees, clients, and the public; understand program objectives in relation to departmental goals and procedures; organize and prioritize work assignments; use and understand common database, spreadsheet and word processing applications; learn specialized computer applications.

The job requires an understanding the elderly and the aging process, the ability to engage with elders and their families patiently and professionally, allowing for disabilities and dementia, and the ability to manage conflict and frustration particular to seniors and their families.

Education and Experience:

Qualifications for this position are a combination of education and experience. The following qualifications are preferred but not required: a bachelor or associate degree, especially in Business, Public Administration or Accounting, or related coursework, AND/OR two to three (2 to 3) years of recent job related experience in budgeting, fiscal management and general office operations, or four to five (4 to 5) years of other related job experience.

Short and Long Term Planning: Group and Business Partners

Area 1 Agency on Aging and its Advisory Council

Contracted Vendors: Meals on Wheels, Congregate Meals, Transportation, Health Promotion services

County Nursing: Skilled Nursing, Personal Care, Homemaker, Respite Care

CSFP (Commodity Supplemental Food Program)

RSVP (Retired Senior Volunteer Program)

Financially supported services: State Health Insurance Program Counselor, Long Term Care

Ombudsmen, Senior Companion Program

Custer County Transit Advisory Committee and Rosebud Healthcare Transportation

Custer County Disaster & Emergency Services

Nutrition Groups or Services: Custer County Food Bank, DPHHS (SNAP Food Stamps), Farmer's Market Senior Voucher Program, Eagles Manor Congregate Meals, Direct Ship Frozen Meals (various), Miles City Community Table (Soup Kitchen)

Housing/Utility/Home Furnishings Groups or Services: Homeless Coalition, Nursing Homes and Assisted Living Facilities, current rentals, Long Term Care Ombudsmen, Action for Eastern Montana LIEAP (Low Income Energy Assistance Program), Weatherization, Section 8 Housing and Montana Energy Share, FCC Lifeline phone subsidy, LIFTT (Living Independently for Today and Tomorrow), Men with a Mission, Keep Miles City Beautiful clean-up campaign, St. Vincent DePaul, Wood & Goods, Convent Thrift Store, Salvation Army

Health/Exercise Groups or Services: Action for Eastern Montana Insurance Counseling, AEM Senior Companion Program, Adult Protective Team, Mental Health Advisory Committee, WELCOV Home Health, Holy Rosary Healthcare, Billings Clinic, oneHealth, VA Medical Center, Medicaid Waiver, Veteran Directed Home and Community Based Services, Donated Dental Services, Custer Network Against Domestic Abuse, National Family Caregiver Support Program, Veteran Directed Home and Community Based Services, VA Service Benefits Officer, VA Homeless Coordinator, Arthritis Exercise, Strong Women Exercise, Steppin' On Fall Prevention, MCC Silver Sneakers

Work/Volunteerism/Activities: RSVP (Retired Senior Volunteer Program), Experience Works, Drop In Center

Community Social Service Coordination/Grant Opportunities: Communities Can, Miles City Area Chamber of Commerce, Miles City Area Community Fund, LP Anderson Foundation, LP Anderson Endowment Fund, Nefsy Fund, Allen Foundation, HRH Foundation, Town Pump, St. Vincent DePaul, Milestown Community Improvement Fund

Staff Supervised by this position

Administrative Assistant, Emergency Substitute	volunteer	part-time
Meals on Wheels Delivery Volunteer Coordinator	volunteer	part-time
Meals on Wheels Route Planner	volunteer	part-time
Meals on Wheels Delivery Persons (many)	volunteer	part-time
Congregate Meals Clerk (2)	volunteer	part-time
Commodity Shipment Handlers (2-4)	volunteer	part-time intermittent
Commodity Distribution Clerk	volunteer	part-time intermittent