

AGING PROGRAMS AND CONTRACTS SPECIALIST

General Statement of Duties

Performs administrative and technical work monitoring the effectiveness of services provided by agencies contracted to provide aging services, and specialized program services to senior citizens and veterans and their family in the region.

Distinguishing Features of the Class

An employee in this class is responsible for evaluating and monitoring compliance with grants, contracts and projects of the aging programs, coordinating the Home and Community Care Block Grants (HCCBG) to 10 counties and numerous local providers, and management of the Aging Resource Management System (ARMS) database. The employee performs audits of contractors and providers records and writes reports of findings with corrective measures, conducts verifications and fiscal monitoring activities, and reviews billings and submits invoices for payment. Work includes providing technical assistance and support to contractors and providers, and coordinating with department staff members regarding questions, suggestions and concerns from providers. Work also includes providing services and case management under various programs, serving on planning groups, and assisting with assembling the AAA Area Plan and other specialized reporting. Tact, diplomacy and firmness are required in handling the public contact aspects of the auditing and technical assistance duties. Work is performed under general supervision of the AAA Director, and is evaluated through discussion, review of audit reports and findings.

Duties and Responsibilities

Essential Duties and Tasks

Coordinates all HCCBG contracts for surrounding counties and providers; generates and disseminates contract documents; collects contract documentation; solicits bids; makes recommendations for contract awarding; makes recommendations on HCCBG allocations based on availability of funds and past performance; maintains contract records.

Manages the ARMS database; enters data into the database for all block grant money covering activities and services provided under aging contracts with counties and local providers; reconciles budgets; makes corrections; assists providers in processing and approval of budgets.

Serves as lead monitor for programs; makes site visits and reviews documentation to monitor programs; uses programmatic monitoring tools from DAAS to determine whether standards are met; conducts fiscal monitoring; writes assessment reports; communicates with providers and provides technical assistance to resolve noncompliance issues; maintains extensive monitoring records.

Serves as liaison between the State and providers; works out problems in payments and deadlines; assures providers current on changes in requirements and process.

Provides technical assistance to providers with varied contract and requirements questions, problems relating to data entry, reporting, error corrections and software use; troubleshoots and provides guidance and technical assistance on use of on the ARMS programs.

Develops annual contract agreements for AAA service providers utilizing various funding resources for the Director.

Analyzes data related to aging for fiscal functions; distributes statistical and narrative

reports.

Coordinates with various department staff members regarding provider questions, suggestions and concerns dealing ARMS software and monthly reporting.

Provides direct services to seniors in designated areas such as Community Based Services, consumer directed care services, Medicare counseling, and health promotion.

Assists the Director with a variety of other services such as compiling data for AAA Area Plan and required reports, creating publications and fliers; handling details of conferences and meetings, and designing annual report.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of HCCBG requirements for State/Federal grants including laws, rules, regulations, fiscal control and contract monitoring.

Considerable knowledge of program monitoring and fiscal principles and practices.

Considerable knowledge of computers and skills in using personal computers for database management including ARMS system, internet, and specialized accounting, word processing, and spreadsheet programs.

Considerable knowledge of spelling, grammar, and vocabulary.

Working knowledge of office procedures, office equipment, computer hardware, software and peripherals.

Ability to conduct fiscal and programmatic assessments of human services programs.

Ability to work independently and to use sound judgment.

Ability to maintain client confidentiality and to use discretion in performing work.

Ability to compile, evaluate, and reconcile accounting records and reports.

Ability to design, prepare, and write varied reports and documents.

Ability to communicate effectively in oral and written forms.

Ability to develop and maintain working relationships with a variety of people, including contractors, providers, coworkers, supervisors, and the general public.

Ability to multitask priorities, set priorities and to manage time effectively.

Physical Requirements

Must be able to physically perform the basic life operational skills of fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare data and statistics, perform visual inspections to read extensively, and to operate a computer and motor vehicle.

Desirable Education and Experience

Graduation from a four year college or university with a degree in human services or accounting or related field and considerable years of experience in program monitoring and human

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services; preference for Master's Degree; enrollment in Master's Program may be required; or an equivalent combination of education and experience.

Special Requirements:

- Possession of a valid North Carolina driver's license.
- Successful pursuit of NC Options Counseling Certificate.

Hiring Range:

\$41,780- \$43,185