SAN JUAN COUNTY
POSITION DESCRIPTION

Position Title: Community Services Manager
Date: April 16, 1997

Reports to: Director, Health and Community Services
Department: H & CS

FLSA Status: Exempt

Positions Supervised: Senior Services Coordinators (2), Senior Center Specialist, ECEAP Contract Coordinator, MH/DD/AOD Contract Coordinator, DA III, Admin, DA II- Centers, Title V Trainees (2), Volunteers (100 +/-)

BASIC FUNCTION: Supervises social and community services programs within Department of Health and Community Services. Ensures services in programs of Senior Services, ECEAP, MH/DD/AOD are offered in an accessible, fair, economical and fiscally defensible manner to all eligible citizens of San Juan County. Submit reports and invoices to grant sources on time. Provide case management services to vulnerable elders on Orcas Island. Interprets and administers state and local program standards. Reviews and evaluates performance of programs and sub-contractors.

MINIMUM QUALIFICATIONS: Masters in Social Work (MSW) or BSW and four years of progressively responsible professional experience in social services, including supervision OR any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform essential job functions. Requires knowledge of special needs populations, principals of community planning, budget management and general accounting and a valid Washington state driver’s license.

PRINCIPAL DUTIES - Asterisk designates essential function:

*1. Supervises professional staff in areas of senior services, early childhood education, developmental disabilities and mental health oversight. Regulates work loads, scheduling. Evaluates program adherence to applicable standards and individual work performance. Develops selection criteria and interview questions for vacant positions, conducts interviews, recommends new personnel to department director for hiring. Recommends disciplinary action for cause to department director, and develops subordinate personnel, including training and cross training.

*2. Contributes to assessment, policy development and assurance in areas of assignment. Monitors community needs using statistical indicators. Conducts assessments to identify and address gaps in service. Investigates available funding and resources. Prepares policy recommendations based on community priorities.

*3. Prepares budget recommendations grant application packages for senior services grants. Reviews packages for ECEAP, AOD, and MH/DD grants. Negotiates and
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monitors contracts for service provision with home health agency and transportation providers. Reviews ECEAP, AOD and MH/DD subcontractors.

*4. Coordinates social and community services work with related county programs and with outside agencies, including North Islands counseling, Recovery Center, Skagit Home Health, Convalescent Center, Medical Centers, Utility companies, and EMT’s.

*5. Implements and monitors programs; prepares reports and program evaluations; administers program budget and monitors expenditures.

*6. Acts as executive director for private, non-profit corporation which obtains community support, both volunteer and financial for programs.

*7. Coordinates capital facilities development projects.

*8. Develops selection criteria and interview questions for vacant positions, conducts interviews, extends offers of employment for staff positions and Visiting Nurse Personal Services subcontract. Evaluates employees, develops corrective and disciplinary actions and terminates employment when necessary.

*9. Speaks about social and community service issues before groups and organizations; testifies at public hearings.

*10. Recruits, trains, supervises, provides staff support and development to volunteer boards and volunteers in all aspects of Senior Center operations.

*11. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

PHYSICAL AND MENTAL REQUIREMENTS: Requires visual acuity to read written materials and assess clients general condition and for close work such as sustained computer use. Requires hearing acuity for speech discrimination frequently in large groups. Requires sitting, standing and physical ability to cover rough ground in the case of outer island service. Must be able to drive a motor vehicle. May frequently be required to physically assist client ambulation, including vehicle access and egress for disabled clients. Must be able to lift up to 20# and have knowledge of transfer techniques for disabled. Requires mental ability to build support systems to deal with deterioration, and frequent death of clients.

EQUIPMENT REQUIREMENTS

<table>
<thead>
<tr>
<th>Equipment/Tool</th>
<th>No. of Hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone</td>
<td>15+</td>
<td>Daily x</td>
</tr>
<tr>
<td>Copy machine</td>
<td>1</td>
<td>Weekly x</td>
</tr>
<tr>
<td>Fax</td>
<td>1</td>
<td>Monthly x</td>
</tr>
<tr>
<td>Computer</td>
<td>10+</td>
<td>Daily x</td>
</tr>
</tbody>
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WORKING CONDITIONS: Normal office conditions. Work is performed in client homes, adult family homes, nursing homes and occasionally in hospitals. Work is performed one on one and in larger group settings. Travel to outer islands by small plane or boat is required up to 4 times per year. Occasionally receive after hours phone calls in critical client situations. Infrequently required to respond after hours if other assistance cannot be activated. Occasionally approached by clients in informal settings such as markets, ferries, or restaurants.