

Columbia County Community Healthcare Consortium, Inc.

Position Description

Position Title:	Director of Programs
Job Class:	Program Director
Program:	Navigator/NY Connects/Prescription Access & Referral/Financial Assistance
Reporting Location:	325 Columbia Street, Suite 200, Hudson, NY 12534
Reports to:	Executive Director
FLSA Job Classification:	Non-exempt

Position Summary:

The Director of Programs is responsible for managing all activities associated with the Navigator Program, NY Connects, the Prescription Access and Referral Program, and Financial Assistance Funds. This includes the management of all program budgets, work plans and deliverables, as well as hiring, training and supervision of all program staff. The Director of Programs will remain current on all rule/policy changes affecting all programs and ensure staff are trained on these changes. This position will also be responsible for quality control as necessary, will perform duties of the Consumer Assistance Programs Coordinator in her absence, and, as a trained Navigator, will take applications as needed.

The Director of Programs is also responsible for expanding the program portfolio, which includes identifying or designing programs that advance the mission, complement existing programs, and are a good fit to organizational competencies and capacities, scanning for potential program funding opportunities, and writing grants to secure new program support.

The Director of Programs supervises the Navigator Program Coordinator, all Navigators, and the Consumer Assistance Programs Coordinator. The Director of Programs reports directly to the Executive Director.

Primary Functions:

A. Manage the Navigator Program

- Develop and maintain the work plan and 12-month budget
- Prepare and disseminate a monthly site schedule
- Maintain protocols as per the requirements of the agency, NYSDOH, and the New York State of Health Marketplace
- Maintain data on the web-based scheduling program
- Address issues/concerns with consumers, NYSDOH and the Marketplace as necessary
- Maintain a positive working relationship with NYSDOH contract manager
- Maintain/develop outreach materials as necessary
- Perform quality assurance duties as necessary
- Perform duties of a Navigator as necessary
- Remain current on all rule changes and train staff accordingly

- Provide on-going training/guidance/supervision to Navigators
- Attend meetings/trainings/conference calls
- Refer clients to other agencies/programs
- Research and attend outreach/networking events
- Review and submit timesheets and travel reimbursements
- Maintain filing system
- Order supplies as needed
- Prepare Navigator grant applications to the funding agency when required (~every 5 years)
- Prepare and distribute media
- Plan and conduct presentations as requested
- Complete and submit monthly progress report
- Interview/make recommendations for hire
- Other duties as deemed necessary by the Executive Director

B. Manage the NY Connects/ Prescription Access & Referral/Financial Assistance Programs

- Develop and maintain the work plan and 12-month budget
- Maintain relationships with key staff at the Columbia County Office for the Aging and the contract manager at the New York State Office for the Aging
- Provide on-going training/guidance/supervision to Consumer Assistance Programs Coordinator and Information and Assistance Specialist(s)
- Attend meetings/trainings/conference calls
- Serve as liaison between the programs and local health and human service providers
- Review and submit timesheets and travel reimbursements
- Research funding opportunities
- Prepare grant applications as necessary
- Prepare and distribute media
- Plan and conduct presentations as requested
- Complete and submit reports
- Interview/make recommendations for hire
- Other duties as deemed necessary by the Executive Director

C. Provide Program Staff Supervision

- Supervises Navigator Program Coordinator, Navigators, and Consumer Assistance Programs Coordinator
- Conducts thoughtful and timely performance evaluations
- Contributes to professional growth and development of supervised staff by actively building knowledge and skills
- Employs progressive discipline when necessary

D. Program Development

- Identify or design programs that advance the mission, complement existing programs, and are a good fit for organizational competencies and capacities
- Research funding opportunities
- Prepare grant applications

Expectations of All Staff:

1. Adhere to the mission and values of the organization.
2. Adhere to the policies and procedures of the organization.
3. Treat all clients with dignity and respect.
4. Maintain the confidentiality of clients and staff.
5. Maintain the safety of the workplace.
6. Follow directives.
7. Make prudent use of resources.
8. Display a cooperative attitude as a member of both a program team and the agency overall.
9. Be punctual and dependable.
10. Be flexible and accommodating.

MINIMUM POSITION REQUIREMENTS AND WORKING CONDITIONS

REQUIRED EDUCATION, EXPERIENCE AND SKILLS:

Bachelor's Degree; five to seven years' experience in a position that required a high degree of community/client contact; five to seven years' experience in a supervisory role; a working knowledge of Columbia and Greene Counties. Required skills: organizational, verbal, interpersonal, customer relations, communication (verbal and written), mathematical, analytical, grant writing, grammar/spelling, read/comprehend written instructions, follow verbal instructions, advocacy skills, able to work as part of a team/collaborate; computer skills (Outlook, Excel, Word, internet); clerical skills (phone, fax, copier, postage meter); use of calculator; manage schedule via a web-based platform.

OTHER REQUIREMENTS:

Check off all qualifications that are *required* for this position.

* Those qualifications that are *preferred* may also be indicated putting an asterisk next to them.

PHYSICAL REQUIREMENTS

- Sedentary work--Prolonged periods of sitting and exerts up to 10 lbs force occasionally.
- Light work--Exerts up to 20 lbs force occasionally, and /or up to 10 lbs frequently.
- Medium work--Exerts up to 50 lbs force occasionally, and/or up to 20 lbs frequently, and/or up to 10 lbs constantly.
- Heavy work--Exerts up to 100 lbs force occasionally, and/or 50 lbs frequently, and/or 20 lbs constantly.
- Very heavy work--Exerts over 100 lbs force occasionally, and/or over 50 lbs frequently, and/or over 20 lbs constantly.

The minimum requirements of this position require the individual to:

- Stand for up to 1 hr(s)/day
- Sit for up to 5.5 hr(s)/day
- Walk for up to 0.5 hr(s)/day
- Perform repetitive tasks/motions
- Distinguish colors
- Hear alarms/telephone/tape recorder/normal speaking voice
- Have good manual dexterity
- Have good eye-hand-foot coordination
- Have clarity of vision: Near (< 20"); Mid (>20" - < 20'); Far (> 20')

Evaluate the requirements and activity percentage in time for this position based on the following:

1 - Not at all (0%); 2 - Occasionally (1 - 33%); 3 - Frequently (34 - 66%); 4 - Continuously (67 - 100%)

- | | |
|-----------------------------|---|
| <u>1</u> Climbing | <u>2</u> Reaching above head |
| <u>2</u> Bending | <u>2</u> Reaching above shoulder |
| <u>2</u> Crouching | <u>2</u> Twisting at waist |
| <u>2</u> Squatting | <u>2</u> Push/pull (up to <u>10</u> lbs) |
| <u>1</u> Crawling | <u>2</u> Lift/carry (up to <u>10</u> lbs) |
| <u>2</u> Kneeling | <u>2</u> Lift from floor level up |
| <u>1</u> Balancing | <u>2</u> Lift from waist level up |
| <u>2</u> Pulling with force | <u>2</u> Lift above shoulders/head |

OTHER REQUIREMENTS

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to work flexible work hours
(some evenings and weekends) | <input checked="" type="checkbox"/> Handles multiple priorities |
| <input checked="" type="checkbox"/> Manages stress appropriately | <input checked="" type="checkbox"/> Manages conflict resolution |
| <input checked="" type="checkbox"/> Makes good decisions under pressure | <input checked="" type="checkbox"/> Able to work alone/independently |
| <input checked="" type="checkbox"/> Manages anger/fear/hostility/
violence of others appropriately | <input checked="" type="checkbox"/> Able to work in areas that are confined and/or crowded |
| | <input checked="" type="checkbox"/> Valid NYS Driver's License |

WORKING CONDITIONS

- | | |
|---|---|
| <input type="checkbox"/> Exposure to toxic/caustic/chemicals/detergents
hot/cold | <input type="checkbox"/> Primarily outdoors Exposure to extreme conditions, |
| <input type="checkbox"/> Exposure to dust/fumes/gases | <input type="checkbox"/> Combination of indoors and outdoors (50:50) |
| <input type="checkbox"/> Exposure to moving mechanical parts | <input checked="" type="checkbox"/> CRT (computer) monitor |
| <input type="checkbox"/> Exposure to communicable diseases | <input type="checkbox"/> Operating heavy equipment |
| <input type="checkbox"/> Exposure to excessive sunlight | <input type="checkbox"/> OTHER: |
| <input checked="" type="checkbox"/> Primarily indoors | |
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This position description was reviewed and approved as follows:

Clare Parde

Executive Director

January 10, 2025

Date

The position description is effective on January 13, 2025.

EMPLOYEE RECEIPT/ACKNOWLEDGEMENT

By signing below, I acknowledge that the description for this position is not designed to cover or contain a comprehensive listing of tasks, activities, duties or responsibilities. Additionally, I acknowledge that management reserves the right to revise the position description and to require that other tasks be performed when the circumstances of the job change (for example, emergencies, and changes in personnel, workload or technical development).

Employee Name: _____

Employee Signature: _____

Date: _____

I, _____, have received and reviewed the description for the position of Director of Programs. I understand the responsibilities of this position.

Employee Signature

Date