

Healthy Aging Center
LAGUNA WOODS

24260 El Toro Road
Laguna Woods, CA 92637
(949) 855-9444 FAX (949) 855-4093

Position Title: Program Operations Manager
Reports to: Program Director
Status: Full time Exempt

General Summary:

Reporting to the Program Director, the Program Operations Manager is responsible for overseeing the daily operations of the center including the provision of the person-centered care therapeutic activities program.

Essential Job Duties:

- Supervise the Child and Adult Care Food Program.
- Provide staff training for Food Service Program
- Oversee maintenance of adequate program and food supplies
- Maintain Serv-Safe Certification
- Supervise the Adult Day Services programs, ensuring adherence to regulations
- Provide supervision to program aides, Floor Supervisor, Transportation Coordinator, Activity Coordinator, interns and volunteers
- Oversee development of person-centered activity goals
- Report building maintenance issues to Facilities Manager and insure compliance for site inspections
- Supervise Volunteer Coordinator and work closely to develop volunteer program
- Oversee center transportation programs and staff, interface with transportation providers, ensure adherence to safety protocols and documentation

Working in tandem with the Program Director is responsible for the following:

- Oversee provision of CBAS Program according to regulations
- Oversee and insure all required documentation is completed
- Conduct regular meetings of program staff and participant planning council
- Assist in scheduling and leading weekly IDT and monthly MDT meeting
- Schedule all staff meetings, in-service trainings and team building activities
- Oversee Employee/Building Safety Inspections, Injury and Illness Prevention Plan for Cal Osha, etc. and ensure adherence to safety and sanitation requirements through staff training, regular safety checks and meetings
- Oversee center Policies and Procedures, update as needed
- Maintain relationships and contracts with various community partners, i.e. Senior Employment Programs, Caregiver Resource Center, Cal Optima PACE, Abrazar, VA, Office on Aging
- Represent agency by attending community events, participating in committees and trainings
- Oversee purchase of program supplies and equipment as needed
- Coordinate donations for the center and assist with fundraising events for Alzheimer's OC as needed

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- Work with Site Advisory Committee and agency Business Development Committee to review quality assurance issues, coordinate community outreach, marketing and public relations
- Provide statistical data, program data, and narratives as needed for grant applications and reports including CDBG cities, foundation grants
- Maintain documentation required for any personnel actions.
- Ensure cultural sensitivity is met in provision of programs

Minimum Qualifications:

- BA or BS from a recognized college or university in one of the following fields:
 - Recreation Therapy
 - Occupational Therapy or Occupational Therapy Assistant
 - Art, Music, or Dance Therapy
 - Social Work
- or
- Two years' experience (within the past five years) in a social recreational or educational program, at least one year of which was full-time in an activities program in a health care setting, mental health program or program serving disabilities
- Knowledge of principles and methods of administration and management
- Demonstrated competence in working with frail elderly and/or disabled populations
- Knowledge of physical, social and mental health programs operating within a licensed health facility, clinic or adult day program
- Knowledge of principles and practices of individual and group counseling
- Current Medical/Health screening including TB clearance
- First Aid and current CPR Certification
- Demonstrated sensitivity to cultural diversity
- Demonstrated verbal and written communication skills

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential and non-essential functions of this job:

Essential Functions:

- Employees in this position sit, speak clearly, hear normal voice conversations, see small details, use a telephone, and work on a personal computer as needed.
- Ability to problem solve.
- Organize and complete tasks in a timely manner
- Take initiative
- Work independently and as a team player.
- Interact with the public
- Use good communication skills

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- Demonstrate sensitivity to cultural diversity
- Work indoors in an open environment
- Have daily direct contact with the public and clients

Non-Essential Functions:

- Work in an open office environment and have daily direct contact with the public and office staff.

Must have:

- Pass a general physical Medical/Health screening including TB screening
- CPR and First Aid Certification within 6 months of hire and maintain certification for duration of employment

The job profile in no way states or implies that these are the only duties to be performed by the jobholder. The Associate will be required to follow instructions and perform other duties as requested by his/her supervisor or manager. This is not meant to be an exhaustive list of job duties. Essential elements may change when necessary.

Acacia Adult Day Services is an equal employment opportunity employer and strives to comply with all applicable laws prohibiting discrimination based on race, color, creed, sex, age, national origin or ancestry, physical or mental disability, veteran status, marital status, medical condition, sexual orientation (gender identification), as well as any other category protected by federal, state, or local laws.

The Associate or the Organization may terminate employment at the Organization for any reason, with or without cause or notice, at any time. Nothing in any oral or written statement shall limit the right to terminate employment at will. No Supervisor or Associate of the Organization shall have any authority to enter into an employment agreement – express or implied – with any Associate providing for employment other than at will.

As a workforce member, I agree to adhere to policies and procedures pertaining to the proper handling of protected health information (PHI) when applicable.

The undersigned have reviewed the contents of this job description and believe it is to be accurate.

Associate

Date

Supervisor

Date