

Columbia County Community Healthcare Consortium, Inc.

Position Description

Position Title: Director of Consumer Assistance Programs

Job Class: Program Director

Programs: Consumer Assistance Programs (Navigator/NY Connects/Prescription Access & Referral/Financial Assistance Funds)

Reporting Location: 325 Columbia Street, Suite 200, Hudson, NY 12534

Reports to: Executive Director

FLSA Job Classification: Non-Exempt

Position Summary:

The Director of Consumer Assistance Programs is responsible for managing all activities associated with the Healthcare Consortium's Consumer Assistance Programs, including the Navigator Program, NY Connects, the Prescription Access and Referral Program, and the Financial Assistance Funds. This includes being responsible for the program budgets, work plans, and deliverables, as well as the hiring, training, and supervision of all program staff. The Director of Consumer Assistance Programs will remain current on all rule/policy changes affecting the programs they oversee and ensure staff are trained on these changes. This position will also be responsible for ensuring the quality of services offered, and, as a trained Navigator, will perform the duties of that position when needed.

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

Primary Functions:

A. Managing the Navigator Program (60%)

- Periodically, draft and submit the grant application for program funding to NYSDOH
- Annually, draft and submit work plans and budgets
- Monthly, report on program performance to NYSDOH and the Executive Director
- Maintain a positive and productive working relationship with NYSDOH contract manager
- Ensure program compliance with the policies and procedures of the agency and NYSDOH
- Conduct quality assurance activities, such as observation and testing
- Address issues/concerns with consumers, NYSDOH, and the Marketplace when necessary
- Perform all other duties related to program management, such as finding and securing locations for offsite service delivery, conducting education and outreach, responding to media requests, attending meetings, trainings, and conference calls, and serving as the liaison between the programs and local health and human service providers
- Perform duties of a Navigator as necessary
- Other duties as deemed necessary by the Executive Director

B. Managing NY Connects, the Prescription Access & Referral Program, and the Financial Assistance Funds (40%)

- Annually, draft and submit work plans and budgets to the Columbia County Office for the Aging (CCOFA) and the New York State Office for the Aging (NYSOFA)
- Periodically, report on the performance of NYConnects to CCOFA, NYSOFA, the Executive Director, and Board
- Maintain a positive and productive working relationship with key staff at CCOFA and the contract manager at NYSOFA
- Secure program support from the Foundation for Community Health and other sources
- Prepare program performance reports, as requested, for program funders
- Conduct quality assurance activities, such as observation and testing
- Perform various other duties related to program management, such as finding and securing locations for offsite service delivery, conducting education and outreach, responding to media requests, attending meetings, trainings, and conference calls, and serving as the liaison between the programs and local health and human service providers
- Other duties as deemed necessary by the Executive Director

Supervision

- Supervise the Consumer Assistance Programs Coordinator, the Navigator Program Coordinator, and all Navigators
- Interview candidates for vacant positions and make recommendations for hire
- Provide initial orientation and training to newly hired employees
- Provide on-going training, guidance, and supervision to employees
- Conduct thoughtful and timely performance evaluations
- Contribute to professional growth and development of supervised staff by actively building knowledge and skills
- Employ progressive discipline when necessary

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:

Required education: HS diploma or equivalent. Required Experience: A minimum of five years' experience in a program management position that included supervision. Required skills: organizational, interpersonal, and communication (verbal and written); mathematical, analytical, strategic; advocacy; computer skills (Outlook, Excel, Word, PowerPoint, internet); clerical skills (phone, fax, copier, postage meter; use of calculator, etc).

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 | |

This position description was reviewed and approved as follows:

Executive Director

Date

The position description is effective on December 1, 2023.

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 Consumer Assistance Programs. I understand the responsibilities of this position.

Employee Signature

Date