



Title: Aging Services Coordinator – Compliance & Administration

Type of Position: Full Time

Department: Area Agency on Aging (AAA)

Revised: March 2025

General Statement of Duties: Applicants for this position must be passionate about serving older adults in the High Country Region of North Carolina. This Aging Services Coordinator position is responsible for a variety of functions that support aging services being delivered throughout our seven-county region. Job functions will focus on financial, administrative & compliance related duties including; Managing and maintaining the fiscal and compliance oversight of the Home & Community Care Block Grant funded service providers; financial oversight and invoicing; managing the regional Aging Resources Management System database (ARMS); support and engagement with funded partners such as senior centers, and leading projects focused on supporting older adults in our region.

Distinguishing Features of the Class: An employee in this class works collaboratively with the AAA Director to oversee the administration and regulatory compliance of a variety of programs that support older adults and caregivers in our region. Work involves considerable public contact with local service providers, state agencies, local officials, the High Country Council of Governments (HCCOG) Financial Officer, as well as older adults and their caregivers. An employee of this class will perform complex administrative functions and have a strong understanding of policies, procedures, and regulations governing the agency and programs. Work requires the ability to gain a broad understanding of programs and resources for older adults, and the ability to formulate positive resolutions to a variety of situations. Work is performed under the administrative guidance of the AAA Director, and is evaluated through discussion, feedback from stakeholder groups, results of monitoring reports and program reviews.

Essential Duties and Responsibilities:

- Administration of our partnership with local aging service providers such as senior centers.
 - Managing and maintaining regional service provider contracts, budgets, and required documentation throughout each fiscal year.
 - Managing and maintaining AAA reimbursements from the State and HCCOG payments to partner agencies via the Aging Resource Management System (ARMS). Resolves issues related to payments.
 - Works with AAA Director and HCCOG Finance Officer on managing internal AAA finance reports
 - Utilization of the HCCOG financial software, SmartFusion.
 - Oversees provider budgets in ARMS and provides technical assistance as needed
 - Ensures service provider compliance with extensive state regulations by serving as lead monitor for annual monitoring.
 - Works with providers to resolve compliance issues by writing reports on findings and corrective measures, preparing assessment letters outlining corrective actions plans, and following up on the implementation of corrective action plans. Providing programmatic technical assistance and support to address the changes needed.
 - Planning and leading meetings, workshops and training for partner agencies to ensure that service providers are well supported and stay current on changes in requirements

- Managing internal compliance with State regulations and funding rules.
 - Prepares and submits required reports to the State Division of Aging or other funding agencies
 - Maintains required reporting documentation.
 - Leads process for State Division of Aging monitoring of the AAA

- Planning and Project Implementation.
 - Leads development and implementation of the Area Agency on Aging's four-year plan

- Assists the AAA Director as needed with the Home and Community Care Block Grant planning and evaluation process
- Ability to lead projects and implement new initiatives designed to support older adults
- Seeks opportunities to expand or enhance service delivery. Grant writing.
- Solicits program input and feedback from a variety of sources including program recipients
- Collaborates and develops positive partnerships with a variety of groups such as not-for and for-profit agencies, government entities, and faith-based organizations
- Understanding, support and engagement with all AAA services.
 - This includes supporting the Health Promotion Program, Caregiver Support Programs and other initiatives as they develop.
 - Supports internal compliance of AAA programs with state standards and funding rules.
- Other projects assigned.
 - Assists with the management of the AAA website updates and social media postings
 - Provides information and assistance to the public
 - Attend statewide Aging Specialists meetings and regional community meetings

Knowledge, Skills and Abilities:

- Considerable knowledge or ability to gain understanding, of the Older Americans Act and the Home and Community Care Block Grant service standards
- Considerable knowledge of budgeting and programmatic financial management
- Ability to perform programmatic and financial compliance monitoring of partner agencies
- Ability to work both collaboratively and independently
- Ability to maintain effective working relationships with a wide variety of individuals, groups, and organizations
- Possesses effective written and verbal communication skills
- Ability to design, prepare, and write varied reports and documents
- Strong organizational and record keeping skills
- Ability to set priorities, manage time effectively and work independently
- Strong leadership skills, and ability to lead projects and implement new initiatives
- Strong computer skills including Microsoft Excel and ability to learn new computer systems

Physical Requirements: Must be able to physically perform the basic operational skills of 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, and lift, carry, push, pull or otherwise move objects. Must possess the visual acuity to prepare data and statistics, to read extensively, and to operate a computer.

Special Requirements: Must possess a valid North Carolina driver's license. Occasional travel is required outside the region; regular travel required within the seven county High Country region.

Education, Experience, and Desired Skills: Bachelor's degree from an accredited college or university with a degree in gerontology, social work, public administration, accounting or related field. Desired experience includes compliance, bookkeeping, program management, health/human service administration, business or public administration. Ideal candidate will be highly organized, possess strong communication skills, be self-motivated and able to work autonomously.

Salary and Benefits: The High Country Council of Governments offers comprehensive benefits including participation in the NC Local Government Retirement System, 401k/457b with employer match, participation in the state health plan, vision and dental coverage, life insurance, short term disability insurance, paid vacation leave, sick leave paid holidays and longevity bonuses. Salary range \$44,000-\$48,000, or commensurate with experience.

Position will be open until filled, with priority review beginning on 4/4/25.

The High Country Area Agency on Aging is a department of the High Country Council of Governments (HCCOG). HCCOG is an equal opportunity employer.

