DEPUTY DIRECTOR, AREA AGENCY ON AGING,
DEPARTMENT OF HUMAN SERVICES

POSITION TITLE: Deputy Director, Area Agency on Aging (AAA), Department of Human Services (DHS)

REPORTS TO: The Deputy Director, AAA will report to the Executive Deputy Director, Integrated Program Services and collaborate across other service lines.

LOCATION: Pittsburgh, PA

COMPANY: The Allegheny County Department of Human Services (DHS) is the largest agency in Allegheny County government, with a budget of more than $825 million. DHS serves over 250,000 people a year through services that include: protecting children/youth from abuse/neglect; improving child wellness through family support, home visiting, early intervention and in-home services; finding services that support older adults as they age; providing treatment for behavioral health issues such as substance use disorders and mental illness; managing the care of adults with intellectual disabilities; preventing unnecessary nursing home stays; and services that prevent homelessness and provide shelter and housing for families and individuals.

Allegheny County DHS recently received national awards for being one of the best human services organizations in the country for a process of integrating data and using predictive analytics to improve the safety and well-being of children. DHS is an environment that is “family-friendly” and “the kind of place where a diverse group of talented people want to come, grow, and do their best work.” This includes equity in hiring and advancement, as well as in unleashing the creativity and ideas of staff at every level of DHS. DHS has a strong leadership team which have an average tenure of 15 years of working together.

Role Overview:
DHS is seeking a Deputy Director to lead its Area Agency on Aging (AAA). The Deputy Director, AAA is responsible for setting the organization’s direction, so that there is a true “system of care” that serves older adults and the community and operates within the framework of local, state, and federal legislation and funding providers. The Deputy Director, AAA is responsible for a 200-person office.

Older adults and their families depend upon AAA for programs that allow seniors to continue living safely at home, get the insurance and public benefits they are entitled to. Older adults get stronger and healthier through the companionship, exercise, and meals that are part of AAA’s network of Senior Centers and through other services that support older adults, their loved ones and caregivers.
AAA provides services directly, through its care managers and other specialized staff, and through contracted providers. The agency makes sure that older adults and families get aging services as well as the help available through other DHS offices. This may include mental health programs, family support, or homeless prevention services. This “integration” of care is a hallmark of DHS.

The prior Deputy Director built a leadership team with deep knowledge and experience to develop programs that consistently reach or exceed state standards.

**Responsibilities:**

- Developing the strategic vision that aligns with DHS’s strategic priorities, as well as local, state and federal priorities
- Crafting the AAA annual budget to align with strategies
- Mobilizing AAA and community resources, including establishing provider agreements/contracts to deliver the programs and services represented in the agency’s strategic plan; and leveraging community partnerships (including those not traditionally considered as “aging services” groups)
- Setting high standards and leading by example so that AAA is known for its collegiality, creativity and respect for clients and their families
- Overseeing the continuous improvement of AAA programs and the agencies’ plan for evaluating the quality of its services and its adherence to regulations and operating procedures
- Supporting the quality of the network of providers and staff upon which AAA depends, including through technical assistance and education/advocacy
- Communicating DHS values and ensuring that staff and providers operate in accordance with those values
- Participating as a leader in considering how AAA and other DHS offices can better integrate their services for Allegheny County residents
- Identifying opportunities for growth and improvement and seizing those changes
- Communicating AAA’s strategic vision. This includes frequent public presentations, listening sessions and presentations with staff and providers of aging services, and cultivating stakeholder relationships on local, state, and national levels
- Representing Allegheny County Department of Human Services with the Commonwealth of Pennsylvania Departments of Aging and Long-Term Services and Supports and with the PA Association of Area Agencies on Aging
- Overseeing operations of the Domiciliary Care program, the Nursing Home Transitions program, Older Adult Protective Services, and the AAA’s Ombudsman
- Collaborating with other DHS leaders, staff, providers and the community to set strategic goals and performance indicators, and then communicate those goals clearly
• Overseeing enrollment, and operations of the Caregiving program, Intake, Information and Assessment, the Nutrition program, and Senior Centers

• Overseeing the Aging Waiver program (including the Service Coordination function of the Community HealthChoices Program), In-home programs, the Options program, the Senior Companion program, and Care Transitions

**Not Required but Highly Valued:**

- Advanced Degree in Public Administration, Business Administration, Human Services or Health Administration.
- Experience in negotiations (contracts, provider, and collective bargaining).
- Experience in budgeting and financial management.

**Qualifications:**

- Baccalaureate degree in Administration (Health Administration, Public Administration, Business Administration), Human Services, Political Science, Management, or a closely-related field.
- Five (5) years of experience at a leadership level. Must include at least four (4) years of supervisory or administrative experience.
- Knowledge of principles and practices of social service programs, program interpretation, and implementation.

**Contact:**

Qualified Candidates should submit a resume/CV and Bio with Allegheny Deputy Director, AAA the subject line to: Willie Carrington at: wcarrington@carringtonandcarrington.com and copy Sydney Parks at: sparks@carringtonandcarrington.com