# MAP Information & Assistance Division Manager

**Grade: 8**

**FLSA: Exempt**

**Date: 07/22**

**Job Summary:** Performs a wide range of complex professional tasks to administer and facilitate the management of various St. Mary’s County programs; performs other duties as assigned.

**Essential Functions:**

1. Supervises the services under the Information and Assistance Division (MAP/I&A) for older adults,
2. Provides information in the areas of housing, Social Security, benefits programs, transportation, and other community programs;
3. Provides seniors and their families with guidance and referrals to Department of Aging & Human Services programs, public and private community resources, and information regarding assistance programs;
4. Provides guidance for service coordination to seniors who require assistance in accessing services, applying for various assistance programs;
5. Provides information to older adults and their family members about a variety of issues;
6. Assists seniors with Medicare and other health insurance plans;
7. Supervises other members of the Department of Aging & Human Services staff involved in the provision of I&A services for older adults;
8. Manages all aspects of the Senior Rides Program, a volunteer transportation service for qualifying older adults;
9. Works closely with other service organizations and agencies to provide options for the consumers served;
10. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities:**

1. Ability to gain thorough knowledge of St. Mary’s County Government policies and procedures;
2. Ability to act as a representative of St. Mary’s County Government to the public;
3. Expert knowledge of department practices and procedures and of the operations, procedures, and principles of assigned program;
4. Expert knowledge of relevant Federal, State, and Local regulations regarding the administration of assigned programs;
5. Thorough knowledge of County and Federal fiscal management;
6. Ability to effectively communicate with other staff members; ability to coordinate, advise, and work with other professionals;
7. Ability to supervise and motivate assigned staff;
8. Ability to prioritize and multitask;
9. Ability to review and analyze existing information and make informed and sound decisions; ability use available resources to research information;
10. Ability to keep accurate records;
11. Ability to operate relevant computer systems, including hardware and software.

**Education and Experience:**

1. Minimum Fiveyears of relevant experience and, or Combination of Post-secondary education in a specialized area and relevant experience.

**Physical and Environmental Conditions:**

Work requires no unusual demand for physical effort.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date