



Nevada | Placer | Sacramento | Sierra | Sutter | Yolo | Yuba Counties

REGIONAL SERVICES SPECIALIST

FULL TIME, NON-EXEMPT

GRADE: 17

Effective 3/16/23 (revised 3/24/2026)

The mission of the Agency on Aging Area 4 (AAA4) is enriching the lives of older adults and people with disabilities by **FOSTERING** networks of support, **ADVOCATING** for individual choice, **COLLABORATING** with others, **ENSURING** equity, and **STRIVING** to do so with conviction.

Formed as a Joint Powers Authority to serve Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba Counties, AAA4 is a Public Agency with non-profit status. Funded by monies from the Older Americans Act (OAA) and various grants, AAA4 creates, supports, and monitors a wide variety of programs for older adults and people with disabilities designed to help them maintain their health and independence. In 2023 the Agency celebrated 50 years of delivering its mission of supportive service to its communities.

AAA4 shares responsibility for the delivery of the services of various Aging and Disability Resource Connections (ADRCs) and is committed to providing warm handoffs to those who reach out for assistance, embracing the No Wrong Door philosophy of client care.

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Under the general direction of the Program Administrator, the Regional Services Specialist (RSS) is responsible for assuring services provided through the Agency's funded partners comply with the regulatory requirements of the funding sources and program objectives. Such quality assurance is accomplished by the RSS through ongoing program monitoring and evaluation: providing technical support and education; establishing best practices and accountability; and preparing reports of findings which note and acknowledge significant achievements and provide recommendations for corrective action as appropriate. The RSS visits funded partners within an assigned area and also conducts desk audits of funded partners' activities and monthly performance and financial reports. The RSS serves as the primary representative of AAA4 within the assigned area and in El Dorado and San Joaquin Counties, actively participating in local commissions on aging and advisory bodies as well as collaborating with various stakeholders to build, maintain, and sustain a coordinated system of care within the parameters of the AAA4 Area Plan. The RSS assists with special Agency projects and community events.

General knowledge, skills, and abilities

- Understanding of the normal aging process and the common needs/concerns of older adults, people with disabilities, and their caregivers
- Familiarity with the Older Americans Act and Title 22 of the California Code of Regulations
- Ability to communicate effectively and professionally in person, electronically, and/or by telephone
- Excellent organizational and time management skills
- Ability to identify concerns, assess, and problem solve with the general public, stakeholders, fellow employees, and volunteers, to ensure a satisfactory resolution of requests for service
- Computer skills to maintain and report data, work with web-based systems, use Microsoft Office 365 (Windows, WORD, Outlook, Excel, Access, and PowerPoint), use Microsoft Teams, and work in Adobe Acrobat and Docusign

- Ability to perform, organize, and prioritize work independently in the accomplishment of a wide variety of duties
- Ability to work as a member of a team to assure project completion within defined timelines
- Ability to establish and maintain working relationships with individuals from diverse backgrounds
- Ability to work on-site, to telecommute, to work in the field, and attend special events or off-site training and conferences that also may require travel that includes overnight, out-of-town lodging
- Ability to operate with a high level of discretion and strictly adhere to confidential information policies and procedures
- Ability to be flexible and resilient in the face of competing demands and changing deadlines

Job specific knowledge, skills, and abilities

- Knowledge of the principles and practices of developing and evaluating the operational, fiscal, and programmatic aspects of a social service program
- Knowledge of outcomes-based program design and evaluation
- Skilled at active listening, problem solving, conflict resolution, and facilitating stakeholder engagement
- Ability to convey complex information and ideas (including policies, procedures, regulations, and expectations) articulately, concisely, and as needed, pictorially and numerically
- Skilled at interpreting guidelines and standards and applying them fairly, consistently, and tactfully
- Skilled in developing, reviewing, and drafting staff recommendations for program improvements

Additional requirements

- Required to successfully pass a background check which includes fingerprinting
- Required to be a Mandated Reporter
- Required to maintain the licensure/certification required of the position for the duration of employment with the Agency
- Required to have, if driving on behalf of the Agency, a valid California Driver License, have regular access to a passenger vehicle, and to maintain proof of current automobile insurance
- Required to be accessible electronically during work hours if working away from the office

Employment Qualifications

Either: Possession of a 4-year degree from a college or university with major course work in gerontology, social work, social planning, or a related field (preferred) **and** at least 4 years of increasingly responsible experience with the actual delivery of social service programs. Master of Social Work or Gerontology (highly preferred)

Or: At least 2 years serving as a Regional Services Coordinator with AAA4 or another Agency on Aging

Or: At least 6 years of directly-related and increasingly responsible experience that would demonstrate the ability to successfully discharge the duties of the position.

License/Certification: Bilingual and biliterate preferred, but not required.

Physical demands

While performing the duties of this job, the employee is regularly required to sit, stand, walk, twist, and stoop; use hands and arms to grasp and reach; to talk and hear. The employee must occasionally lift and/or move up to 50 pounds (NIOSH application). Required vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.