



Program Director

Job Title: Program Director

FSLA Classification: Exempt

Department: PACE Center

Supervisor: Administration

Job Summary

Under the direction of the Executive Director, the Program Director (PGD) is responsible for oversight of Fresno PACE operational, clinical and administrative operations. The PGD will ensure that the highest quality care standards are upheld across the organization in order to support continuous access to PACE services, improve the patient experience, and sustain compliance with CMS/DHCS regulatory requirements.

Essential Job Functions

- Responsible for the effective operation of the PACE program, including clinical and administrative operational systems that drive quality patient care; involves extensive communication and coordination between all business units.
- Direct the development and implementation of quality protocols, customer satisfaction surveys, participant grievance procedures and enrollment/disenrollment procedures.
- Assists with the development and implementation of strategic plans, including defining goals and mission, growth plans, and products and services.
- Works with leadership to develop, update and enforce Policies & Procedures.
- Ensures that appropriate personnel perform their work functions, with a clear understanding of the organizational mission, accountability, performance expectations, and CMS/DHCS compliance requirements.
- Collaborates with Executive Director and HR team to advance staff development and training.
- Supervises and guides leadership to promote employee engagement and effective collaboration among staff in support of the organizational mission and program goals.
- Supervises Center Manager/Director to ensure that daily operational goals and participant care needs are met, including but not limited to Interdisciplinary Team meetings, recreational therapies, PT, OT, transportation, participant assessments, care planning and timely access to the medical clinic.
- Supports Executive Director and Medical Director to provide oversight for medical care, utilization review and ethics; ensures that PACE quality, medical and program standards are met.
- Assure compliance with applicable Federal, State and local regulatory and licensing standards.
- Works with organizational leaders to sustain employee engagement and to promote core values of respect, patient-centeredness, encouragement, quality care, and honesty/integrity.
- Budget development and monitoring, including payroll controls.
- Evaluate regularly the efficiency of business procedures according to organizational objectives and apply improvements.



Experience

- Minimum of one (3) years providing services to frail seniors, including five years of management experience
- Experience working with PACE preferred.
- Demonstrated ability to mentor and develop other leaders
- Track record of driving initiatives that lead to improved patient experience, health, and value-added services
- Current knowledge of chronic care/geriatric issues and best practices
- Ability to process information accurately and timely
- Excellent clinical, organizational, and communication skills in settings with frail, elderly participants, their families, and the Interdisciplinary Team.
- Working knowledge of PACE regulations preferred
- Deep commitment to enabling the independence and wellness of our most vulnerable seniors

Education and Certification

- Bachelor's degree required. Master's degree in Healthcare Administration, Public Health, Social Welfare, Gerontology or related fields strongly preferred.
- CPR certification.
- Valid California driver's license.