

**Town of Natick
Job Description**

Position Title:	Deputy Community Services Director - Council on Aging & Human Services	Grade Level:	4
Department	Community Services	FLSA Status	Exempt
Reports to:	Director of Community Services		

Supervision Required: Incumbent performs work with a high degree of independence, under the supervision of the Director of Community Services.

Supervisory Responsibility: Incumbent is responsible for the management and support of Council on Aging & Human Services staff and volunteers.

Accountability: Position is accountable for the performance of division staff and programming, and to ensure for the building of collaborative, cooperative and positive relationships with constituent groups inside and outside of government.

Judgment: Incumbent must exercise considerable judgment in the execution of their duties, requiring thorough knowledge and understanding of municipal policy, administrative best practices and any/all applicable laws or regulation.

Complexity: The position is complex in nature, demanding a high level of acumen in the areas of: relationship building, public relations, program development, financial management, communication, leadership, problem solving and organizational management. The success of the division depends on the fostering of positive working relationships with other town departments and external partners. Interpersonal and team building skills are essential. Assessment of individual consumers frequently involves probing of sensitive, personal, confidential information to ensure adequate and appropriate service provision. Work encompasses a wide range of governmental interactions and operations.

Confidentiality: Position will ensure for the appropriate management and protection of the confidential information of citizens interacting with program staff in compliance with applicable laws and regulations.

Work Environment: Normal office environment, not subject to extremes in temperature, noise, odors, etc. Community presentations may require brief travel conducted in inclement weather or traversing uneven terrain. Regular interruptions to assist citizens. May spend extended periods at terminal, on telephone or operating other office machines requiring eye-hand coordination and finger dexterity. Regular lifting and carrying of tables, chairs and equipment for program needs, files, documents, records, etc. Travel by personal automobile within the town and state. Required to work beyond normal business hours to attend meetings as required, and to observe and evaluate programs & activities offered at various times throughout the week including days, nights and weekends.

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Nature and Purpose of Contacts: Primary contacts are with the general public linking needs with resources. There are also contacts with the School Department, Board of Health, Police Department, and Town administration to evaluate, recommend and implement human and elder service programs and services. Other contacts are with local: civic organizations, clergy, health professionals, lawyers, financial professionals, and other agencies for resource support and networking.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Plan, organize, evaluate and direct the activities of Council on Aging & Human Services staff, identification of program priorities, development of necessary policies to ensure effective operations, encourage and maintain collaborative planning and working relationships with other departments and agencies, state and federal governments, corporations, and private businesses.
- Develop and recommend operating and capital budgets; administer expenditures; recommend and oversee collection and accounting of user fees; and establish and maintain appropriate records, statistics, reports and other required documentation including the recording of gifts, and the management of Municipal, State, Federal and revolving funds for programs and services. Monitor all contractors providing services for Natick residents in conjunction with the department.
- Recruit, select, recommend for hire, train and supervise staff, make promotion, separation, salary and other personnel recommendations; and oversee recruitment, selection, training, scheduling and supervision of division volunteers.
- Assess the performance of Council on Aging & Human Services functions in relation to established goals; evaluate the performance of personnel, recommend new approaches, policies procedures and long range plans to effect improvement of the efficiency and effectiveness of facilities and services; and implement policies and procedures.
- Participate in development of advocacy efforts related to elder service issues at the local, state and national level. Assist in identifying, researching and applying for grant funding; assist in coordinating Board fundraising efforts through Friends of Natick Senior Center, Inc. Explore and develop innovative and creative funding streams to benefit Natick's elders.

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- Direct agency public relations activities. Ensure for the development of professional outreach materials including newsletters, brochures, and informational flyers.
- Oversee the delivery of services and programs; visit providers and vendors to ensure appropriate and effective services; and coordinate elder services with programs of local retirement facilities and organizations serving the elderly.
- Attend Council on Aging Board meetings and coordinate with the Council on Aging Board, to determine the needs, develop and administer the delivery of programs and services for the elderly and their families in the Town of Natick.
- Perform other management functions and duties as appropriate.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor's degree in related field required. Master's degree in gerontology, social work, human services administration, public administration or an allied discipline preferred however bachelor's degree in related field and Five (5) years experience in organizational management can be substituted.
- Must have extensive knowledge of the multifaceted laws, regulations and community resources; must have marketing and public relations experience.
- Prior computer experience in varied applications such as Microsoft Office Suite is required.
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Knowledge, Abilities and Skill

Knowledge:

- Comprehensive knowledge of gerontology management equivalent to Masters level training in gerontology, social work, human services administration, or allied discipline.
- Broad managerial and professional expertise to plan, organize, implement, and administer comprehensive and diverse programs and services consistent with Town-wide priorities and needs.

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- Considerable knowledge of State and Federal laws and administrative regulations relating to benefits and other assistance for children, families and elders.
- Knowledge of municipal budget preparation and fiscal accountability.
- High degree of skill in marketing and public communications.
- Knowledge of and ability to develop and implement programs, services, facilities, and finances as prescribed by Town Meeting, grants, and other funding sources.
- Basic knowledge of office equipment, building needs and equipment used for programs.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.