

**Town of Natick
Job Description**

Position Title:	Assistant Director -- Programs	Grade Level:	3
Department	Community Services	FLSA Status	Exempt
Reports to:	Deputy Community Services Director – Council on Aging & Human Services		

Statement of Duties: The purpose of this position is to assist the Deputy Community Services Director– Council on Aging & Human Services in the oversight of administrative operations and programs run by Council on Aging & Human Services; Position is responsible for planning, implementing, coordinating, publicizing and promoting programs for a diverse community. The work is conducted under direction of the Deputy Community Services Director – Council on Aging & Human Services. This position will also work in collaboration with the Assistant Director – Services & Outreach in developing programs which serve the programmatic needs of elders in our community.

Supervision Required: The employee works under the general direction of the Deputy Community Services Director– Council on Aging & Human Services.

Supervisory Responsibility Incumbent provides supervision and coordination for program instructors, program & Community Services front office staff.

Accountability: This position is highly accountable and incorrect actions or misjudgment would typically result in monetary loss, missed deadlines, potential injury, as well as legal repercussions, and adverse public relations.

Judgment: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity: This multi-faceted work involves a wide variety of functional responsibilities including personnel supervision, interaction with diverse populations, fiscal, program development and management, and technology skills, particularly using databases. An important component of the work involves meeting deadlines and ensuring timely and effective project completion.

Confidentiality: All information regarding program participants is confidential. State law stipulates that all information about participants, including the fact that they are participants, is confidential and cannot be shared outside the Department.

Work Environment: Duties can generally be performed in a normal office environment with high public traffic volumes, free from extremes in temperature, noise, odors, etc. Incumbent will be subject to frequent work interruptions to assist citizens, staff and others, and may spend extended periods at computer terminal or on telephone, or operating other office machines requiring eye-

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hand coordination and finger dexterity. Work requires the ability to normally walk, sit, bend, and reach, as well as see and hear. Incumbent will be required to lift and carry files, documents, records, equipment, program materials and supplies, etc. and will be required to travel within the Town and to neighboring towns.

Nature and Purpose of Contacts: Primary contacts are with other employees of the department, other municipal departments and other agencies in the Town for the purposes of assessing and responding to service needs. Additional contacts include the general public, civic organizations, clergy, and local and state officials for the purpose of providing and exchanging information relative to organizational activities.

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.

- Under the general direction of the Deputy Community Services Director – Council on Aging & Human Services, performs program, supervisory and administrative responsibilities for a multipurpose facility;

Working with the community services team to provide service-related programs, as well as with other municipal departments and agencies in the Town, identify, develop and coordinate a comprehensive schedule of activities, events and programs for residents of all ages; ensure that such programming is complementary of programming available through other agencies. Such programming may include but is not limited to educational and informational sessions related to health care, financial and legal matters, as well as exercise, wellness, and leisure programs;

- Supervise paid and volunteer program instructors. Supervise and direct staff in the effective performance of their duties; assist in the recruitment and screening of new departmental personnel; plan, assign and review work activities, and allocate personnel; provide or coordinate the delivery of instruction and training; respond to problems and concerns;
- Initiate and maintain a process of evaluating performance and effectiveness of programs, events, and activities, documenting comments, suggestions, and complaints, and incorporating this information into future programming; prepare monthly statistical report of program utilization; oversee and manage a computerized database containing information relative to program participation and facility utilization;
- Monitor the maintenance and repair of the physical plant; schedule utilization of the building and facilities. Ensure the safety and security of the staff and visitors using the facility, monitor inclement weather, respond to emergency situations and notify appropriate personnel.
- Facilitate the development and delivery of the COA print and e-newsletter newsletter;
- Assist in preparation of the COA & HS budget; assist in researching and preparing grant proposals; administer awarded funds consistent with grant requirements; monitor budget

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expenses and authorize for payment invoices associated with programs and activities;

- Develops and implements practices and community engagement strategies, including the diversity and equity practices implemented by the town;
- Perform other related duties, as required.

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.

- Duties require a bachelor's degree in Social Services, Human Services, Gerontology, Public Relations, Health Studies, or a related field from an accredited college or university, and a minimum of five (5) years of relevant experience, three (3) year of which must include the supervision of personnel, or any equivalent combination of education and experience.
- In addition, said candidate must have technology skills, particularly using databases and in Microsoft Office Suite programs.
- Position requires a valid Massachusetts Driver's License and access to a dependable automobile.

Knowledge, Abilities and Skill

Knowledge:

- Considerable knowledge of gerontology and the concerns of senior citizens
- Working knowledge of the community and regional social service agencies and organizations offering programs and/or resources across the age span.
- Working knowledge of both state and federal agencies offering programs and/or resources for residents of all ages.

Abilities:

- Ability to design programs of interest and concern to older citizens, and other age groups.
- The ability to perform mid to upper level data analysis including the ability to coordinate, strategize and implement decisions based on said data.
- Ability to provide first line supervision.
- Ability to communicate both in writing and verbally to a diverse group including but not limited to staff, citizens, department heads, state, local, and federal agencies.
- A collaborative management style and the ability to build a consensus from varied constituency groups.

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:

- The ability 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.