

**Town of Natick
Job Description**

Position Title:	Assistant Director – Programs & Services	Grade Level:	3
Department	Community Services Department	FLSA Status	Exempt
Reports to:	Deputy Community Services Director – Recreation & Parks		

Statement of Duties: The purpose of this position is to ensure the effective oversight and operations of programs and services offered by the Community Services Department. The position is responsible for developing, managing, and evaluating direct & supportive services (teen center, adaptive program, aquatics, drama & nature) to meet the needs of a diverse and multi-generational constituency. The position is also responsible for training and supervising staff and volunteers, as well as managing grants and program budgets.

Supervision Required: Under the general supervision of the Deputy Community Services Director - Recreation & Parks, the position performs the work with a good deal of initiative and autonomy.

Supervisory Responsibility: The employee provides supervision to staff and volunteers.

Accountability: Errors and omissions in work could result in missed deadlines, missed services, and adverse public relations.

Judgment: Position requires a high degree of independent judgment as established in recreation & parks best practices, and state and federal safety guidelines. Judgement is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision-making. Requires understanding, interpreting and applying federal, state, and local regulations.

Complexity: This multi-faceted position involves a wide variety of functional responsibilities including personnel supervision, conducting lifeguard certification trainings, interaction with diverse populations, program development and management, establishment of community partnerships and program administration requiring a high degree of independent and creative problem solving. Fiscal and regulatory considerations require more than ordinary attention.

Confidentiality: 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.

Work Environment: Work is done in an office environment and at water front locations, parks, fields, and community locales. The office setting is busy and interruptions can occur. The employee may spend time on a computer, on a telephone and/or operating office equipment. The employee will be required to lift, carry files, or equipment, program materials and supplies.

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. Works collaboratively with the Recreation & Parks staff to develop and coordinate a comprehensive program of activities and programs for Natick residents, which are responsive to their identified needs and interests.

- Collaborate with Human Services team, Natick Public School Administrators, school resource officers, school social workers, Natick 180, coaches, local service organizations and others to ensure unengaged youth are identified and services are provided during non-school hours.
- Responsible for planning and managing programs and services including marketing and sponsor development.
- In consultation with the Youth Coordinator, make referrals to other services or agencies as needed including but not limited to the Human Services Division, Natick Public Schools, Natick Police Department, and area non-profit social service agencies and the like.
- Supports the Adaptive Program Coordinator in ensuring programs department wide are accessible.
- Engage participants, mentors and volunteers in discussions regarding new/innovative program enhancements.
- Assist in the development and monitoring of the program budget to meet fiscal objectives.
- Collaborate in the identification of and application for grant funds donations and community partners on-going.
- Assist in personnel matters including recruitment, selection and training of department part-time personnel.
- Attend required trainings for agency and acquire necessary certifications (including Certified Lifeguard Instructor)
- Manage all summer related teen programming
- Manages Memorial Beach; is responsible for beach oversight including, but not limited to recruitment, staffing, training, and scheduling; works with the Assistant Director – Resource Allocation on the maintenance of building and pier system.
- Performs other related duties as required or assigned.

Recommended Minimum Qualifications:

Education and Experience:

- Bachelor's Degree required in Social Services, Human Services, Recreation Services, or related field, as well as, a minimum of three (3) years related experience.
- Minimum of two years of experience working with teens/youth and planning activities.
- Current First Aid/CPR/AED certifications or the ability to obtain within in the first 6

months of employment.

- Life Guard Instructor Certification or ability to obtain within first 6 months of employment.
- Experience managing a waterfront preferred.
- Valid driver's license and reliable means of transportation are required.

Knowledge, Abilities and Skill

Knowledge:

- Knowledge of practices, principles and techniques of youth services.
- Working knowledge of financial planning and budgeting principles and practices.
- Working knowledge of marketing and public relations practices and techniques.
- Considerable knowledge of social media and the ability to stay current with changing technologies

Abilities:

- Ability to network with public and private sector organizations and agencies
- Ability to determine the needs of the community for department services.
- Ability to respond to citizen inquiries and/or complaints with tact and diplomacy.
- Ability to receive, understand, interpret and carry out department policies and procedures relating to programs and facilities.
- Ability to supervise others, making work assignments, evaluating their performance and training them.
- Ability to communicate effectively with others, both orally and in writing. Ability to plan and to schedule effectively.
- Ability to handle a great deal of details, and to perform such work with a high degree of independent action.

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.