

**Town of Natick  
Job Description**

<b>Position Title:</b>	Assistant Director – Services & Outreach	<b>Grade Level:</b>	3
<b>Department</b>	Community Services	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	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 and operations of services run by Council on Aging & Human Services. Position is responsible for developing, managing, and evaluating direct and supportive services to meet the needs of a diverse community. Position is also responsible for training and supervising program staff, and volunteers and managing grants. This position will work in collaboration with the Assistant Director – Programs in developing programs which serve the programmatic needs of elders in our community.

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

**Supervisory Responsibility:** The employee provides supervision to social work staff, interns 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 grounded in best case management practices. 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:** The work consists of administrative application of a variety of concepts, practices and specialized techniques. Assignments typically involve evaluation and interpretation of conditions or complicated circumstances, or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using assessment skills, or determining the intervention required to accomplish solutions.

**Confidentiality:** In accordance with public records law, employee has access to confidential files, client records, and department information.

**Work Environment:** Work is done in an office environment and as needed in private homes and in the community. The office environment is busy and interruptions can occur. The employee may spend lengths of time at a computer terminal, on a telephone and/or operating office equipment. The employee will be required to lift, carry files, documents, records,

Community Services Department  
Assistant Director – Services & Outreach  
12/19/2022

**Town of Natick  
Job Description**

equipment, program materials and supplies.

**Nature and Purpose of Contacts:** Responds and offers support and referral for residents. Coordination occurs within the Community Services Department and with community and government agencies, and town departments. Advocates on behalf of clients independently and/or with community and government agencies.

**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 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.*

- Manages the division’s current and prospective outreach, direct and supportive services.
- Develops & implements practices and community engagement strategies, including the diversity and equity practices implemented by town.
- Provides leadership and consultation to staff in the development and implementation of care plans or goals.
- Assist in preparation of the COA & HS budget; assist in researching and preparing grant proposals; administer awarded funds consistent with grant requirements; monitor budget expenses.
- Provides oversight for data tracking and reporting to inform future practice.
- Prepares and presents effective written, statistical and oral reports.
- Facilitates support groups; leads evidence based curricula.
- Provides outreach, support and guidance to interns.
- Works closely with the Deputy Community Services Director – Council on Aging & Human Services to develop new programs, services, initiatives, and projects.
- Performs home visits to provide assessment, coordination of services and/or referrals.
- Partners with municipal, community, government and medical personnel as necessary to ensure services are provided for Natick residents. Advocates as necessary on behalf of resident
- Demonstrated experience as a trainer or workshop leader.
- Performs other duties as may be required or assigned.

**Recommended Minimum Qualifications:**

Community Services Department  
Assistant Director – Services & Outreach  
12/19/2022

**Town of Natick  
Job Description**

**Education and Experience:**

- Bachelor's degree in Social Services, Human Services, Gerontology or a related field from an accredited college or university, and a minimum of five (5) years of relevant experience, three (3) years of which includes the supervision of personnel or any equivalent combination of education and experience.
- Proven experience developing and evaluating services
- Expertise in identifying and accessing resources for individuals of all ages.
- Working knowledge of Microsoft Office Suite products and case management software.
- Valid MA driver's license required and a reliable means of transportation.

**Knowledge, Abilities and Skill**

- Knowledge of the MA social services network, government benefits, and issues affecting residents of all ages.
- Knowledge and understanding of MA state statutes, regulations, and other community and government agency criteria to develop effective and appropriate referrals.
- Ability to assess and evaluate situations and provide appropriate intervention.
- Ability to mediate, collaborate, multi-task, and be patient and flexible.
- Skill in listening and offering impartial counseling or advice.
- Ability to handle crises calmly and effectively.
- Investment in working effectively with co-workers, volunteers and diverse populations.
- Demonstrated experience as a trainer or workshop leader.

**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 is required to lift up to 30 pounds.

Community Services Department  
Assistant Director – Services & Outreach  
12/19/2022

**Town of Natick  
Job Description**

**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.*