

**TOWN OF NORTHBOROUGH**  
***JOB DESCRIPTION***

<b>JOB TITLE:</b>	Health and Human Services Director	<b>DATE:</b>	March 2024
<b>DEPARTMENT:</b>	Health and Human Services	<b>GRADE:</b>	7
<b>REPORTS TO:</b>	Town Administrator		

**DEFINITION**

Under the policy direction of the Board of Health and Youth Commission, this position is responsible for leading the Health and Human Services Department, overseeing the planning, direction, management, and operation of all health and human services programs. The role includes strategic planning, interdepartmental coordination, community engagement, and ensuring compliance with state and local laws.

**ESSENTIAL FUNCTIONS**

*The essential functions or duties listed below are intended only as illustrations of the various types 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.*

- Spearhead developing, implementing, and continuously evaluating the department's strategic plan, ensuring alignment with the town's overall health and human services objectives. Drive interdepartmental coordination and collaboration to effectively enhance service delivery and address community health challenges.
- Oversee the creation, execution, and assessment of comprehensive health and human services programs. Identify community needs through data analysis and community engagement and develop initiatives that improve public health outcomes and human services provisions.
- Lead community outreach efforts to promote department services, enhance public awareness of health issues, and foster strong relationships with community groups, healthcare providers, and other stakeholders. Facilitate partnerships that leverage resources and expertise for program enhancement and innovation.
- Direct the identification, application, and management of grant opportunities to support department initiatives. Oversee budget planning, allocation, and monitoring to ensure efficient use of resources and fiscal accountability.
- Develop and advocate for policies that support the department's mission and community health objectives. Stay abreast of relevant local, state, and federal legislative and policy changes and adapt department strategies accordingly.
- Lead, mentor, and develop a diverse health and human services professionals' team. Establish clear performance expectations, promote professional growth opportunities, and foster a collaborative and inclusive work environment.
- Ensure the department's readiness to respond to public health emergencies through planning, training, and coordination with municipal, regional, and state emergency management services. Lead response efforts during public health crises, coordinating resources and communications to effectively address community needs.
- All other position-related duties are as required.

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### **SUPERVISION RECEIVED**

Receives strategic and policy direction from the Board of Health, Youth Commission, and Select Board general supervision from the Town Administrator. Works independently in developing departmental strategies and objectives and managing departmental operations.

### **SUPERVISION EXERCISED**

Exercises supervision over departmental staff, including a social worker, community outreach worker, health agent, epidemiologist, drug-free communities coordinator, public health nurse, shared services coordinator, and Sanitary and administrative personnel.

### **JUDGMENT AND COMPLEXITY**

Operates within broad objectives to ensure the delivery of comprehensive health and human services. It requires the ability to develop innovative solutions, adapt strategies, and make decisions based on analysis of various sources of information. It is also recognized as the departmental strategic planning and operational management authority.

### **NATURE AND PURPOSE OF CONTACTS**

Engages with stakeholders, including town officials, community leaders, service providers, and the public. Effective communication, negotiation, and collaboration skills are required to build partnerships, resolve conflicts, and promote the department's objectives.

### **CONFIDENTIALITY**

Has access to sensitive and confidential information, including personnel records, client cases, and health data. Requires discretion and adherence to confidentiality protocols.

### **EDUCATION AND EXPERIENCE**

Master's degree in public health, social work, public administration, or a related field and five years of progressive responsibility in health, social services, or a related field, including in a leadership or managerial capacity; or a combination of education and experience that provides equivalent knowledge, skills, and abilities.

Demonstrated experience in program development, strategic planning, and community engagement is essential.

Must thoroughly understand state and local health and human services regulations and policies.

### **KNOWLEDGE, ABILITY, AND SKILLS**

#### Knowledge:

- Comprehensive understanding of public health principles, social work standards, and administrative practices.
- Familiarity with federal, state, and local laws on health and human services.
- Proficient in strategic planning, program development, and grant management.
- In-depth knowledge of community engagement strategies and stakeholder collaboration.

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### Ability:

- Ability to lead and manage a diverse health and human services professional team.
- Capable of developing and implementing effective health programs and services that meet community needs.
- Strong financial acumen for budget management and resource allocation.
- Ability to negotiate, resolve conflicts, and foster a collaborative work environment.

### Skills:

- Excellent communication and interpersonal skills, enabling effective interaction with various individuals and groups.
- Skillful in problem-solving, decision-making, and analytical thinking.
- Proficient in using technology for data analysis, reporting, and communication.
- Demonstrated ability to adapt to changing circumstances and prioritize tasks effectively.

### **WORK ENVIRONMENT**

Primarily in an office setting with occasional field visits to program sites and facilities. May require attendance at evening or weekend meetings and response to emergencies outside of regular working hours.

### **PHYSICAL, MOTOR, AND VISUAL SKILLS**

**Physical Skills:** Minimal physical demand is required to perform most work. You may be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds. When conducting inspections, more physical effort is required.

**Motor Skills:** Duties are primarily mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects and using office equipment, including but not limited to telephones, personal computers, handheld and scientific technology, and other office equipment.

**Visual Skills:** Visual demands require reading documents routinely for general understanding, analytical purposes, and observations.

The Town of Northborough is an Equal Opportunity/ Affirmative Action Employer. We assure you that your opportunity for employment with the town will be based only on your merit, without regard to race, religion, sex, age, national origin, or disability.