

**Town of Natick
Job Description**

Position Title:	Morse Library Director	Grade Level:	4
Department	Morse Library	FLSA Status	Exempt
Reports to:	Town Administrator/ Chairman of the Board of Trustees		

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Statement of Duties: The director follows state, town, and library laws and regulations. Recommends and implements Board of Trustee policies. Oversees, monitors, and directs all library operations. Responsible for budgeting, personnel management, and facilities management. Promotes and oversees staff development. Actively advocates for the needs of the library at the local, regional, and state levels. Ensures maintenance of quality services, strong collections, and programming. Acts as manager of the library computer operations. Investigates and assesses new technologies and their relevance to library operations. Works with the library’s Leadership Team.

Supervision Required: The employee is under the direction [of the Library Board of Trustees and the Town Administrator.](#) ~~as Personnel Director, in charge with administering day to day personnel practices. The Trustees should be consulted with for retention and termination of this position.~~

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Supervisory Responsibility: The Library Director is responsible for administration of the Morse Institute Library including planning, organizing, and directing all library services and activities. The Director is accountable for the direction and success of programs accomplished through others. Analyses program objectives, determines work operations, estimates and allocates the financial and staff resources required. Prepares budget and related reports. Assists or oversees the personnel function, including or effectively recommending hiring, training, and disciplining of employees.

Accountability: Responsible for the safety of patrons and staff while they are in the building. Responsible for day-to-day functioning of the library, including fiscal responsibility, and developing and implementing library policies and procedures.

Judgment: The Library Director is recognized as the library’s authority in interpreting and implementing library policies and procedures. The Director is required to use extensive judgment and ingenuity in the day-to-day functioning of the library. The employee must be able to direct the overall activity of the organization by accepting responsibility while exercising authority for planning, operation, and oversight. Required to adhere to highest professional and ethical standards and exercises.

Complexity: The Library Director’s work consists of managerial functions and processes, such as planning, organizing, controlling, coordinating, evaluating, and integrating activities and programs for all departments within the library. Work consists of the application of a variety of concepts, practices, and specialized techniques relating to the library profession.

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Confidentiality: Discretion and integrity are required of the library director, who has access to confidential information relating to both staff and library patrons.

Work Environment: General office environment, in a fairly new and modern building. The Director works a varied schedule to accommodate library users and evening and weekend meetings.

Nature and Purpose of Contacts: The Library Director has constant interaction with local, state, and federal government officials, community leaders and organizations, and any other individuals in order to protect and promote the library's overall interests. The director must possess a high degree of diplomacy and judgment, and must be able to work effectively with, and influence, all types of persons. Duties require a well-developed sense of strategy and timing in representing the organization effectively in critical and important situations that may influence the well-being of the library.

Occupational Risks: Risk exposure is similar to that found in typical office settings.

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.

- Assist the Board of Trustees in formulating and implementing library policies; attend Trustees meetings; prepare monthly Director's report and other financial statements; assist Trustee President in preparation of meeting agendas.
- Plan, organize, implement and evaluate the Library's operation and the Library's strategic plan; conduct studies on work measures and work simplification; observe the service given to the public in each department; arrange for evaluation to ensure prompt, courteous and efficient service; oversee Library information systems, both hard copy and electronic, and their continuous review, modification and upgrading within Natick and the Minuteman Library Network; integrate library services with other communities within the Minuteman Library Network.
- Develop, prepare and submit annual budget for Trustees approval consistent with requirements for State aid; and monitor and control expenditures for building, equipment, books and other materials, supplies and salaries.
- Determine staffing levels within budgetary allowances. Interview, hire, schedule, supervise, evaluate, promote, train and develop library employees directly or indirectly through department supervisors.
- Ascertain community needs by developing associations with the public, community leaders, local officials and institutions; provide requested information and reference services; maintain liaison

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with Friends of the Library and other community groups; serve as a voting member of the Minuteman Library Network Board of Directors; and attend night and weekend meetings as necessary. Represent the Library's interests before the Board of Selectmen, Finance Committee, Personnel Board, Massachusetts Board of Library Commissioners and with various library networks and professional associations.

- Assume responsibility for the public relations program of the Library including all exhibits, news releases, publications and speeches; attend Friends of the Library Board Meetings; cooperate and consult with the president and other officers of the Friends; attend meetings of Town department heads as scheduled, and be present at all Town Meetings, unless excused.
- Prepare grant proposals and administer grant awards; prepare annual reports for the Trustees and for the Library section of the Town Annual Report.
- Assume responsibility for the maintenance, safety, and security of the building, grounds and equipment, requiring knowledge of handicapped code requirements.
- Participate in professional workshops, associations, and committees; keep current on public issues, new library developments in management, service, equipment and technology; state and federal legislation; and perform other related duties as required.
- Establish short and long range plans and objectives within the scope of Library policies and goals.
- Interpret policies and make independent decisions as they relate to daily operations.
- Advise and consult with Board of Trustees regarding proposed new or revised Library policies.

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 Master's degree in Library Science and a certification of professional librarianship by the Mass. Board of Library Commissioners.
- Position requires at least seven (7) years of experience in library service, including progressive levels of supervisory, management, and financial responsibilities.
- Strong oral and written communications skills.

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- Knowledge of current and emerging technologies.
- A demonstrated ability to deal with personnel, patrons, the general public, civic organizations, and town administration.

Knowledge, Abilities and Skill

Knowledge:

- Extensive knowledge of library science and library management principles, practices, and procedures.
- Considerable knowledge of general management principles, including financial management, and personnel management.
- Considerable knowledge of library automation systems, and current and emerging technologies.

Abilities:

- Ability to plan, organize, and direct a sustained program of public library services.
- Ability to develop and maintain harmonious and effective relationships with Trustees, library patrons, community and civic organizations, volunteers, and town officials.
- Ability to communicate effectively, both orally and in writing.
- Ability to analyze and identify community needs related to library programs and services.
- Ability to prepare complex technical and statistical reports.
- Ability to manage time effectively, while attending to a multitude of details.
- Ability to supervise a large staff, including training, evaluating performance, administering discipline.

Skill:

- Strong collaboration and consensus-building skills.
- Strong networking skills and community outreach.
- Proven vision, and creativity, and ability to innovate for how to move

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the organization forward.

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:

- Normal office environment not subject to extremes in temperatures, noise, odors etc.
- Regular interruptions to assist patrons.
- 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 files, documents, records, etc.
- Travel by personal automobile to professional meetings, workshops and conferences.

Motor Skills:

- Duties require minimal motor skills for activities such as moving objects, operating a switchboard, computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

Visual Skills:

- Reading documents for general understanding (e.g. correspondence, memos, and emails).
- Reading documents for analytical purposes.

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.

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**Town of Natick
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Position Title:	Coordinator <u>Director of Sustainability</u> Director	Grade Level:	<u>34</u>
Department	Community Development <u>Select Board's Town Administration</u>	FLSA Status	Exempt
Reports to:	Town Administrator		

Comment [MJW1]: Note, I have not completed an analysis of pay scales for Sustainability positions in other municipalities.

Statement of Duties: ~~The Sustainability Coordinator~~ Director is responsible for developing and administering programs, policies and initiatives to advance Natick's sustainability objectives, the coordination, implementation and monitoring of Town initiatives pertaining to environmental and energy related programs and issues

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Supervision Required: Works under the day-to-day supervision of the Deputy Town Administrator for Operations with overall management provided by the Town Administrator. ~~The employee works under the Town Administrator.~~

Supervisory Responsibility: The employee is not responsible for the direct oversight of any staff, but does provide functional oversight to contractors, program volunteers and support staff, including the School Recycling Coordinator. Responsibilities include assessing progress and performance. ~~The employee is not responsible for the supervision of any 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: Work requires examining, analyzing and ~~evaluation~~ evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents, which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

Complexity: Work consists of the practical application of a variety of concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

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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: Duties will require the ability to drive, as well as work both indoors and outside with exposure to various weather conditions. In addition, this position requires the ability to operate various office equipment requiring eye-hand coordination and finger dexterity. Occasional evening/weekend work may be required.

Nature and Purpose of Contacts: Position interacts with co-workers, the public and external contacts such as vendors, bankers, attorneys, or other professionals to explain or interpret procedures or guidelines, plan or coordinate work, or resolve problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile or uncooperative persons. Employee may furnish news media with routine information such as project updates, meeting agendas or departmental procedures.

Occupational Risks: Duties regularly present potential risk of injuries from improper exposure that could result in loss of time from work. Examples of injury include burns from chemicals, steam, or fire, severe muscular strains from working with extremely heavy material, falls from heights more than three feet and illness from exposure to communicable diseases. Special safety precautions, training, or protective clothing such as gowns, coats, gloves, glasses, hats or boots may be required.

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.

- ~~Oversees the Town's Energy efficiency and sustainability related programs.~~
- development, implementation, and prioritization of the programs, plans and policies necessary to achieve the Town's sustainability objectives, including Natick's 2050 Net Zero Goal and the priorities as identified in key plans, such as the ~~the Town's Net Zero Action Plan~~ and Municipal Vulnerability Preparedness Plan, **Natick 2030+ Master Plan**, Open Space and Recreation Plan, Hazard Mitigation Plan, and other ~~plans~~ **plans, as appropriate.**
- Coordinates and implements energy efficiency, ~~recycling/waste reduction~~, water conservation, greenhouse gas reduction, climate adaptation, and environmental management/resiliency programs for ~~with Town and School~~ departments and residents and commercial sectors.

Comment [EJ2]: Can we note this yet? It is still in draft form and not yet adopted by the Town.

Comment [MJW3R2]: Revised to reflect the TM resolution and not the plan

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- ~~Manages~~ Oversees various sustainability ~~energy, waste, recycling and other environmental data collection efforts, including community-wide greenhouse gas inventory studies and Green Communities data, establishes goals, and analyzes progress against key performance indicators~~ and reports on goal progression.
- Cultivates and supports sustainability policies, planning and procurement practices related to municipal buildings and the municipal fleet, ~~participates in internal design discussions and works closely with the Deputy Town Administrator of Operations, Director of Facilities Management, DPW Director, and others Facilities Management staff and Facilities Management Oversight Committee to measure sustainability performance of public buildings and vehicle fleet.~~
 - Develops multi-year capital plans in conjunction with the Deputy Town Administrator of Operations, Director of Public Works and Director of Facilities Management for building improvements, to ensure alignment with which are aligned with the Town's sustainability goals.
 - Acts as a project manager, or co-manager with Facilities Management and Public Works staff, for energy or sustainability-related capital projects; ensures projects are designed to improve resilience, maximize energy efficiency and renewable energy production, and minimize greenhouse gas emissions.
- ~~Identifies~~ and coordinates responses to ~~energy efficiency, transportation and regional planning initiatives related to sustainability.~~
- Coordinates external requests for information related to sustainability issues, and ~~assists-oversees~~ the development of sustainability reports and communications.
- Forms strategic partnerships ~~Acts as a liaison across all Town departments, committees and boards organizations and facilities onto advance Natick's sustainability related issues, goals, including consideration of climate change in appropriate decisions and Town planning processes. Works with Town departments to integrate sustainability into department's operations and decision-making processes.~~
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- Coordinates ~~between~~ and represents the Town with local, regional and state agencies and organizations on issues related to energy efficiency, and greenhouse gas management, as well as land use planning, transportation and local/regional planning issues as they relate to Natick's sustainability issues goals.
- Identifies opportunities for sustainability-related program funding (local, state, or private sources) and coordinates efforts with Town staff and other partners to solicit

Comment [EJ4]: This probably needs to be less specific, since bullet 2 noted working with DPW.

Comment [MJW5R4]: Agreed. Changes made to keep this section higher level.

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funding, develop project scopes, timelines and budgets.

- Designs and implements education, communication and training programs related to the Town's sustainability goals and projects for citizens and Town employees.
- ~~Exhibits a willingness to be trained (or already has been trained) to assume duties associated as Town Conservation Agent (including state and local Wetlands Protection laws)~~

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.

- A Bachelor's Degree in Environmental Sciences or a related field is necessary, along with a minimum of eight (8) years experience, or a Master's Degree in said studies five (5) years of experience.
- A thorough knowledge of municipal, corporate and/or academic sustainability program management.
- Demonstrable experience in greenhouse gas accounting and management.
- Experience Implementing and/or maintaining environmental management programs.
- ~~Experience and/or knowledge of state and local Wetlands Protection laws and by-laws including inspections and enforcement.~~
- Experience developing public education/communication programs related to sustainability.
- -Proven ability for innovation, creativity and commitment to protection of environmental resources.

Knowledge, Abilities and Skill

Knowledge:

Abilities:

- Interpret and apply federal, state, and local policies, laws, and regulations.
- Exhibit strong orientation towards process/systems, speed, cost, quality and delivering results.

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- Expert presentation and communication skills, including public speaking, interaction with local, regional and state elected officials, as well as across Town departments.
- Financial aptitude and budget management.
- Work independently, and operate various associated computer software necessary to perform assigned duties.

Skill:

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:

- Work requires some agility and physical strength, such as moving in, about construction sites, or over rough terrain, or standing or walking most of the work period.
- Frequently lifts up to 60 pounds.

Motor Skills:

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

Visual Skills:

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

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**Town of Natick
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Position Title:	Facilities Maintenance Manager	Grade Level:	3
Department	Facilities Management	FLSA Status	Exempt
Reports to:	Director of Facility Management		

Supervision Required: The employee works under the Director of Facility ~~Services~~ Management.

Supervisory Responsibility: The employee is responsible for the supervision of the maintenance shop and the seven skilled and non-skilled trades people. Under the administrative direction of the Director of Facilities Management, the employee establishes department work plan and priorities, using established guidelines and procedures; only unusual cases are referred to the supervisor. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are conducted through observations in order to keep the supervisor aware of progress, and to insure that completed work, methods used are technically accurate, and that instructions are being followed. The employee performs varied and responsible functions requiring comprehensive knowledge of maintenance operations. Employee must exercise independent judgment in responding to inquiries, in dealing with the public, and in administering building maintenance functions.

Accountability: The employee is accountable for the operation of the maintenance department. The employee performs responsible technical, administrative and supervisory work in the planning, reviewing and scheduling of maintenance, repair and construction work of town and school facilities; performs all other related or similar work as required.

Judgment: The employee must show sound judgment in dealing with people and building systems performance. Errors could result in delay and confusion in the provision of service, personal injury, and significant damage to buildings/property, monetary loss, legal repercussions and adverse public relations for the Town.

Complexity: ~~The employee must understand the workings of highly complex HVAC, plumbing and electrical systems.~~ The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the essential functions performed. The employee must understand the workings of highly complex HVAC, plumbing and electrical systems.

Confidentiality: ~~The employee must treat personnel issues with confidentiality and public bid work too.~~ The employee has regular access to confidential information of a department-wide basis such as official bid documents, personnel files as well as other information pertaining to the

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Facility Maintenance Manager
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construction or repair of public building projects. The employee must treat personnel issues and public bid information with confidentiality.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is reasonably quiet but can be noisy.

Nature and Purpose of Contacts: Position interacts with coworkers, public and external contacts. More of than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or uncooperative individuals. Employee makes frequent contact requiring perceptiveness with other town departments, local and state officials, boards, and committees, and outside contractors doing business with the Town; makes regular contact with the public requiring patience, tact, and discretion. Contacts are by telephone, correspondence, and in person. The reason for contact is often for acquiring and exchanging information pertaining to specific capital building projects.

Occupational Risks: Exposure to extreme temperatures, high voltage and heights are some of the occupational risks.

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.

- ~~Supervise all maintenance and custodial personnel in tandem with building principals. Responsible for the overall scheduling and planning of all maintenance and custodial~~ Supervise all maintenance in tandem with building principals. Responsible for the overall scheduling and planning of all maintenance operations.

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~~operations:~~

- Oversee all building structures and associated systems. Work with building maintenance, custodial and trades people with emphasis on system and component troubleshooting and problem resolution.

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- Schedule overtime work as required in a fair and equitable manner. Schedule personnel substitutions to cover sick, vacation and extra work time. Create, review and approve all payroll and overtime reports. Compile and verify data for monthly reports.
- Tour buildings and meet with Senior Custodian and Principals to insure a safe and comfortable building environment. ~~Order all custodial supplies.~~ Evaluate and recommend new products and equipment.
- Working with Director of Facility Services, oversee contractors and other vendors during building projects to coordinate and insure accurate work performance. Utilize and monitor in-house work order and maintenance management systems.
- Working with Director of facility Services, screen potential candidates for hiring and make recommendations. Recruit personnel for temporary summer positions. Determine training needs and assist in providing training of personnel
- Provide coverage for Director of Facility Services in his/her absence.
- Provide coverage for Custodial Supervisor in his/her absence.
- Must hold valid Class D Driver's License
- Perform all other duties as assigned.

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.

- ~~High school graduate, additional education in related field is desirable.~~ Bachelor's Degree in Engineering, Business Administration or related field; seven to ten (7-10) years progressively responsible experience in maintenance operations and supervisory work; an equivalent combination of education and experience is desirable.
- Must have worked at least six (6) years in the facilities maintenance or facilities management field. ~~and custodial field.~~
- Requires a minimum of three (3) years in a supervisory role with associated budgets, scheduling, payroll and purchasing experience.

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- Must have working knowledge of buildings with an emphasis on system and component troubleshooting and problem resolution.
- Experience with automated temperature control systems, HVAC, electrical, plumbing and general building systems.
- Experience with select specialized systems (rain water recycling and sterilization) condensing boilers, and chillers ~~and chilled/heated beam terminal units~~ is a plus.
- Must have proficient computer skills.
- Must possess excellent written and verbal communication skills.
- Must be able to professionally interact with all building occupants and staff.

Knowledge, Abilities and Skill

Knowledge:

- In depth knowledge of energy management systems, HVAC, plumbing and electrical systems

Abilities:

- Ability to use phone console, personal computer, including the Microsoft Office suite, copy machine, calculator, and fax machine
- Ability to use power tools, hand tools, meters, and other testing devices

Skill:

- Must have excellent interpersonal skills

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 physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

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Facility Maintenance Manager

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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to move around buildings, climb ladders, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands or arms.

~~move around buildings, climb ladders, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands or arms.~~

- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Motor Skills:

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

Visual Skills:

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

The duties listed above 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.

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Position Title:	Assistant Director Council on Aging	Grade Level:	3
Department	Community Services	FLSA Status	Exempt
Reports to:	Director of Human Services & Council on Aging <u>Senior Center & Community Services Director</u>		

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Comment [RS1]:

Statement of Duties: The purpose of this position is to assist the Director in the oversight of operations of ~~the Council on Aging & Human Services; Department of Human Services & Council on Aging;~~ plan, implement, coordinate, publicize and promote the programs and services; act as Director in his/her absence. The work is conducted under direction of the ~~Director of Human Services & Council on Aging.~~ Senior Center & Community Services Director.

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Supervision Required: The employee works under the general direction of the ~~Director of Human Services and Council on Aging.~~ Senior Center & Community Services Director. ~~incumbent provides supervision and coordination for program instructors, Program Assistant, and Building Monitors.~~

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Supervisory Responsibility ~~Incumbent functions independently, under the general direction of the Director of Human Services & Council on Aging, using own initiative and following existing guidelines as appropriate.~~ Incumbent provides supervision and coordination for program instructors, program & community services staff.

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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. 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

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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-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 ~~Director of Human Services & Council on Aging~~ [Senior Center & Community Services Director](#), perform responsible program, [supervisory](#) and administrative responsibilities for a multipurpose facility and program;
- Working with other staff of the Departments of Human Services & Council on Aging, 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 and evaluate performance.

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Community Services Department
Assistant Director Council on Aging
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- 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; ~~develop and maintain~~ 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; supervise and schedule Building Monitor;
- Facilitate the development and delivery of the COA print and e-newsletter newsletter;
- Assist in preparation of the COA budget; assist in researching and preparing grant proposals; administer awarded funds consistent with grant requirements; monitor budget expenses and authorize for payment invoices associated with programs and activities;
- Act as Director in his/her absence.
- Perform other related duties, as required.

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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 years of relevant experience, one year of which must include the supervision of personnel, or any equivalent combination of education and experience.
- In addition, said candidate must have advanced skills in Word, Excel and PowerPoint.
- Position also requires a valid Massachusetts Driver's License and access to a dependable automobile.

Knowledge, Abilities and Skill

Community Services Department
Assistant Director Council on Aging
9/29/2009/16/2009/10/20

Town of Natick Job Description

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.**
- Ability to develop new and unique ways to improve COA & Human Services programs and services.
- Focus on client needs: Anticipate, understand, and respond to the needs of internal and external clients.
- Investment in working cooperatively and effectively with co-workers, volunteers and community members
- Ability to lead and positively influence others to achieve results that are in the best interest of the COA
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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.

Skill:

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

Community Services Department
Assistant Director Council on Aging
9/29/2009/16/2009/10/20

**Town of Natick
Job Description**

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.

**Town of Natick
Job Description**

Position Title:	Special Needs Coordinator <u>Coordinator of Adaptive Programs</u>	Grade Level:	2
Department	Community Services	FLSA Status	Exempt
Reports to:	Director of Recreation and Parks		

Statement of Duties: ~~The Special Needs Coordinator~~Coordinator of Adaptive Programs is responsible to the Director of Recreation and Parks for the planning, organization, implementation and ~~supervision of~~supervision of Camp Arrowhead and department run ~~special-needs~~adaptive programs (SKYLINE). The scope of responsibility allows for considerable latitude in both the formulation and redirection of existing department programs and new programs to ~~be initiated~~be initiated.

Supervision Required: The employee works under the Director of Recreation and Parks.

Supervisory Responsibility: Incumbent performs work under the general supervision of a department head, which provides policy, guidance and general fiscal controls and sets priorities. However, a great deal of work at this level is performed independently. Incumbent is expected to keep supervisor informed of unusual situations and circumstances and to seek advice in resolving them. Guidelines are mostly in the form of local laws and ~~regulations~~which regulations, which have to be observed and followed where they apply.

Accountability: To create the positive environment necessary for constructive accountability the ~~Special Needs Coordinator~~ of Adaptive Programs should:

- ~~Activities are~~Be expected to be able to ~~carried out~~carry out activities with minor supervision.
- ~~Must~~Be capable of setting priorities and working under pressure
- ~~Must be~~Be able to multi-task, planning several programs simultaneously
- ~~Must be~~Be able to adhere to applicable policies and procedures as well as enforce policies and procedures with staff and participants
- ~~Ability to work~~Work well with internal and external participants is essential

Judgment: The ~~Assistant Director~~Coordinator of Adaptive Programs should institute the following practices in the decision making process:

- Identify the purpose of your decision
- Gather Information and ask questions

Community Services Department ~~Special Needs Coordinator~~
7/29/14Coordinator of Adaptive Programs 07/27/2020

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**Town of Natick
Job Description**

- Identify the principles to judge the alternatives

Community Services Department ~~Special Needs Coordinator~~
~~7/29/14~~ Coordinator of Adaptive Programs 07/27/2020

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Town of Natick Job Description

- Evaluate each choice in terms of its consequence
- Determine the best option and execute
- Evaluate the outcome of the decision

Complexity: The complexity of this work is in the number and types of services and individual programming which must be set in place and carried out by the incumbent. Work calls for a great deal of ingenuity and creativity in providing proposals and options, to meet agreed-to-needs. Incumbent has technical expertise and is relied upon to provide guidance to staff. ~~As an~~An irregular daily and weekly schedule is needed to achieve goals of the department. Fiscal limitations 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: The work environment is a changing one but non-threatening, but safety hazards do exist, such as: ~~toxic chemicals in printing many outdoor elements~~, traveling to and from program locations and inherent problems in an older building.

Nature and Purpose of Contacts: Primary contacts are with ~~Director~~Recreation Department staff for the purpose of receiving general department policy and priorities, and for the exchange of ideas and views on programs. Other contacts are with town employees and volunteers for a variety of purposes, including work direction. Still other contacts are with community organizations, and agencies for the purpose of networking. Finally, contacts are with managers, supervisors and employees of other Town agencies for purposes of coordination and cooperation.

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.

- Responsible for department wide promotion- and planning ~~and special needs for adaptive~~ programming (SKYLINE) ~~in~~ and helping to carry out comprehensive programs with department staff.
- Works as the Director for Camp Arrowhead in the summer time and coordinates all

Community Services Department Special Needs Coordinator
7/29/14 Coordinator of Adaptive Programs 07/27/2020

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**Town of Natick
Job Description**

camp hiring, new camper interviews, marketing and promotion of the camp.

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Community Services Department ~~Special Needs Coordinator~~
~~7/29/14~~ Coordinator of Adaptive Programs 07/27/2020

**Town of Natick
Job Description**

- Works with Parents Association of the Handicapped, Inc (PATH) to fundraise ~~to~~ keeping ~~programs cost~~ as affordable as possible.
- Creates ~~s~~Special events for individuals to come and socialize.
- Establishes, supervises, maintains and coordinates ~~special-needs~~adaptive programs in collaboration with the Director of Recreation & Parks to meet community needs.
- Assists in the preparation, development and management of the fiscal plan and budget system for the programs and events the position is directly responsible for.
- Maintains the scheduling and maintenance of department vehicles, including program vans.
- Develops a volunteer base ~~for the department and~~for adaptive programs and establishes volunteer opportunities throughout the year.
- Assists in the establishment and continuance of cooperative planning and working relationships with local community agencies, town departments and local businesses.
- Assist in personnel matters including recruitment, selection and training of department part-time personnel.
- Develop and maintain a good working relationship as well as evaluation of employee performance.
- Performs 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.

- Bachelor's degree in Recreation or a related field with a minimum of ~~two~~Three ~~(32)~~ to five (5) years of experience in a supervisory position for recreation or related programs.
- Formal training in Therapeutic Recreation or the equivalent of four (4) years in

Community Services Department ~~Special Needs Coordinator~~
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**Town of Natick
Job Description**

Therapeutic Programming.

- Certified in CPR/1st Aid/AED & 1st Aid

Knowledge, Abilities and Skill

Knowledge:

- Considerable knowledge of recreation and sports programs, rules and techniques
- Considerable knowledge of social media and the ability to stay current with changing technologies-
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Community Services Department Special Needs Coordinator
7/29/14 Coordinator of Adaptive Programs 07/27/2020

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- The knowledge and applicableness of Adaptation in regards to programs.
- Working knowledge of program planning principles.
- Working knowledge of office management practices.
- Working knowledge of financial planning and budgeting principles and practices.
- Working knowledge of marketing and public relations practices and techniques.

Abilities:

- Ability to determine the needs of a comprehensive recreation program to meet the needs of individuals with special needs of all ages.
- Ability to recruit, select, supervise and train staff & volunteers.
- Ability to network with public and private sector organizations and agencies in the community.
- Ability to determine the needs of the community for department services.
- Ability to plan and to schedule effectively.
- Ability to communicate effectively with others using tact and diplomacy.
- Ability to work with boards and committees to create opportunities to build and strengthen the community.

Skill:

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:

- Physical demands in this work, such as lifting, carrying and placing heavy objects, such as: furniture, machines and machine parts and heavy packages, recreation and sports equipment.

Community Services Department [Special Needs Coordinator](#)
[7/29/14](#) [Coordinator of Adaptive Programs](#) [07/27/2020](#)

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**Town of Natick
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- Other physical demands are intermittent.
- Stress occurs in this work, such as; emergency calls at facilities, registrations, handling violent complaints and dealing with paperwork demands.

Motor Skills:

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

Visual Skills:

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

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Community Services Department ~~Special Needs Coordinator~~
~~7/29/14~~Coordinator of Adaptive Programs 07/27/2020

**Town of Natick
Job Description**

<i><u>Position Title:</u></i>	Special—Assistant to Director of Finance	Grade Level:	2
Department	Finance	FLSA Status	Exempt
Reports to:	Deputy Town Administrator / Director of Finance		

Statement of Duties: Provide administrative and technical support to the Deputy Town Administrator / Director of Finance

Supervision Required: The employee works under the supervision of Deputy Town Administrator / Director of Finance

Supervisory Responsibility: The employee is not responsible for the supervision of any employees.

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

Judgment: Employee must demonstrate strong judgment in dealing with all financial analysis and compilation of financial information, with confidentiality of sensitive information relative to personnel matters and with dealing professionally with co-workers, the Town’s Administrative positions and the public.

Complexity: Employee deals with ~~highly~~ complex and voluminous financial information and data. Employee must be able to multi-task and meet deadlines set by the Deputy Town Administrator / Director of Finance.

Confidentiality: Employee must be very tactful with employee and financial information at all times.

Work Environment: Employee works in a professional environment in a small office setting but must be able to adapt to working in various other locations if needed to fill in for other employees if it cannot be completed at own work space.

Nature and Purpose of Contacts: Position interact with co-workers, public and external contacts. Professionalism is required due to the nature of the position and the contacts.

Occupational Risks: Minimal exposure to occupational risks.

Essential Functions:

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

Finance Department
Special Assistant to Director of Finance
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Town of Natick Job Description

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.

- ~~Greatly a~~Assists with budget production and monitoring:
 - Departmental ~~worksheet~~dashboard, performance measures and new initiative development
 - Personnel staffing and benefits ~~worksheet~~ development
 - Revenue modeling and monitoring
 - Maintenance of ~~Financial Indicators~~ Finance Departments web pages
 - Research on other municipal entity best practices
- ~~Receivable billing, collection and reporting other than taxes (i.e. other departmental receivables and revenue analysis)~~
- Data mining for the Deputy Town Administrator / Director of Finance
- Assist in the development of collective bargaining proposals, maintains collective bargaining agreements including salary tables and other collective bargaining related documents
- ~~Unemployment insurance maintenance and reporting~~
- Special projects as necessary
- ~~Serves as a cross trained employee in many Finance Department positions and fills in as directed~~
- Prepares reports, presentation material including the Departments quarterly reports and other documents as directed
- Risk assessment procedural development and monitoring
- Monitors various financial transactions and fiscal aspects of Town Projects as directed
- Develops messaging and communication strategies around Town budget and other projects
- Documents Finance Department progress towards stated goals and objectives

Finance Department
Special Assistant to Director of Finance
3/12/219/29/201/22/20

Town of Natick Job Description

- Any other functions and duties as directed

Recommended Minimum Qualifications:

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

- Bachelor's degree in accounting, finance or other related field ~~preferred~~ required.

Special Requirements:

- Ability to work in a fast paced professional office environment
- Ability to multi-task but stay focused on finishing tasks as well

Knowledge, Abilities and Skill

Knowledge-of:

- Standard office administrative practices and procedures
- Financial software utilized by the Town
- Accounting policies and procedures
- Risk management policies and procedures
- Budget preparation policies
- Microsoft Office products – especially Word and Excel
- Adobe products
- Personnel contracts

Abilities:

- Good judgment
- Multi-task but with a focus on finishing tasks timely and before deadlines
- Critical thinking of processes and procedures

Town of Natick Job Description

- Research and analysis
- Work independently while understanding that reporting progress of work product is essential to accomplishing departmental goals and objectives
- To deal with different personalities in a professional manner at all times

Skill:

- Above average computer skills in utilizing financial software, including Microsoft Office Suite, Adobe, etc.
- Organization and planning skills
- Communication skills
- Information gathering and information monitoring skills
- Problem analysis and solving skills
- Initiative within limits of job duties
- Confidentiality
- Flexibility to adapt to new standards, policies and procedures
- Attention to detail
- Accuracy of work product
- Financial acumen such as the skill to add, subtract, multiply and divide, understand complex financial transactions, formulas and documents
- Identify appropriate solutions in a timely manner

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:

**Town of Natick
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- There is little to no physical demand needed.
- The ability is required to lift up to 30 pounds.
- The ability to sit for long periods of time.

Motor Skills:

- Duties 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.

**Town of Natick
Job Description**

Position Title:	Social Worker Coordinator	Grade Level:	2
Department	Community Services	FLSA Status	Exempt
Reports to:	Director of Community Services Senior Center & Community Services Director		

Statement of Duties: Position serves as a social worker for those in need. Duties include, **intake, needs assessment, and** identification of resources and services to reduce risk, increase stability and ensure for the long-term success of individuals and families in the Natick Community. Serves as the coordinator for those providing social work, ~~clinical social work,~~ **and** case management, and/or Information and Referral services to Natick residents. As a State mandated reporter refer to the proper agency any case indicating ~~elder~~ abuse, neglect, self-neglect, or financial exploitation as defined by law

Supervision Required: Under the direction of the ~~Director of Community Services~~ **Senior Center & Community Services Director**. ~~The incumbent receives and carries out social service policies and procedures as required. A great deal of work is carried out with a good measure of initiative and independence. A coordinator is a State mandated reporter in any case including elder abuse, neglect, self neglect, or financial exploitation as defined by law and must refer to the proper agency when incidents occur.~~

Supervisory Responsibility: **Incumbant provides supervision and coordination for one Social Worker, I&R Specialists and volunteers.**

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

Judgment: ~~Well defined or detailed rules, instructions, and procedures cover all aspects of work.~~ **Individual judgment and the application of professional knowledge and experience are required in Judgment involves choosing selecting** the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity: **This often-complex work involves a number of functional responsibilities including administrative, investigative, data collection, planning, analysis and risk assessment. Provide problem identification through comprehensive assessments where necessary; analyze, needs and develop care plans, maximizing independence through the utilization of existing resources. Coordinate services and provide ongoing monitoring of the care plan for quality, appropriateness and adequacy to maximize benefits to the consumer. Advocates for expanded service provision when current resources are not meeting the needs of those in the community; maintain professional confidentiality.**

Confidentiality: All information regarding program ~~participants~~ **clients** is confidential. State law stipulates that all information about participants, including the fact that they are participants, is

Community Services Department
Social Worker Coordinator
3/22/21

Town of Natick Job Description

confidential and cannot be shared outside the Department without the client's permission.

Work Environment: Work is done in an office environment and on occasion private homes as well as in the office, requiring travel within the community. Stress is certain when dealing with human problems that occasionally lead to frustrations when needed resources for independent living are not available. At times prioritizing consumers and/or their needs will be necessary adding to the stress demands. The office environment is busy and interruptions can occur. Incumbent may spend periods of time at computer terminal, on telephone and/or operating office equipment. Incumbent will be required to lift, carry files, documents, records, equipment, program materials and supplies.

Nature and Purpose of Contacts: Work is primarily with residents of all ages, elders, their families and friends. Interaction/coordination occurs with Community Services personnel, is needed with personnel in the Department, from other community and government agencies, and town departments, state and federal agencies to coordinate service provision. Advocacy on behalf of clients for needed programs/ services in conjunction independently and/or with other community and government agencies, public and private groups and state government officials.

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.

- Provides specialized social work and case management to address identified needs of residents. dealing with specific areas of crisis individuals may find themselves in. Work involves intensive intake, assessment, care plan or goal setting, case management, interaction and collaboration with families and collaterals, pulling together community supports and extensive personal contact with the elder. monitoring and evaluation.
- Serve as Coordinator for all of those working in the area of Human Services, with specific responsibility for determining case assignments, screen outs and referral. This is provided for under Supervisory Responsibility.
- Perform interventions including home visiting as needed to assist those in need, to providing short-term assistance or crisis intervention, counseling (assessment and referral) to clients and families, and to analyzing needs when appropriate. Offer Provide

Community Services Department
Social Worker Coordinator

3/22/21

Town of Natick Job Description

information and referral services including, but not limited to, transportation, medical needs, housing options, grocery shopping, home management assistance, protective services, legal services, nursing home placement, and medical insurance; and, maintain an **electronic** community resource file.

- ~~Coordinate and work~~ **Partner** with ~~other~~ municipal, community, ~~state and federal~~ **government** agencies and medical personnel as necessary, **in developing a care plans or goals to ensure appropriate identified services are provided** for Natick residents. **Provide ongoing monitoring of care plans for quality and appropriateness; advocate as necessary on behalf of resident.**
- Provide training and supervision for volunteers who provide direct service ~~to elders~~ such as escorts, **shopping assistance**, telephone reassurance, ~~homemaker~~, **and friendly visiting. and respite services. Maintain service provision files and data.**
- Maintain ~~appropriate clinical recording~~ **progress** notes of all **contacts**, ~~phone contacts~~ **(client and collateral) contacts**; assist the Director in the preparation of local and state reports, forms and surveys; maintain professional confidentiality of files and records.
- ~~Keep abreast of new and upcoming services to meet the growing demands, serve as a resource to other town departments; identify gaps on service and advocate for service improvements.~~ **Oversee the Care & Prepare, bulky waste, and support group services, chair community support task force, lead emergency response planning and recommend services to meet documented emerging needs.**
- 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.

- ~~Advanced theoretical or technical knowledge of gerontology and human services equivalent to a Master's Degree in a related field.~~ **Bachelor's degree in Social Services, Human Services, Sociology, Psychology or related field and a minimum of five years of relevant experience, one year of which must include supervision of personnel or any equivalent combination of education and experience.**
- ~~This level of work involves~~ **Demonstrated progressive** professional expertise in social service delivery ~~and accessing resources for elders. as may be gained by~~ **Not less than three (3) years experience in the delivery of human services;**

Community Services Department
Social Worker Coordinator

3/22/21

Town of Natick Job Description

preferably in a senior center environment. **crisis intervention experience preferred.**
LSW (Licensed Social Worker) required

- ~~Bachelor's Degree in Gerontology, human services or related field and three (3) years experience in the delivery of human services, preferably in a Council on Aging environment~~ **and experience in crisis intervention preferred.** LSW (Licensed Social Worker) required
- **Working knowledge of Microsoft Office and case management software.**
- Valid MA driver's license required and a reliable means of transportation.

Knowledge, Abilities and Skill

Knowledge:

- ~~Knowledge of the social services network and of elder care and family issues; the aging process and related medical/sociological/mental health issues.~~
- Knowledge and understanding of state statutes, regulations, and other community agency criteria to develop effective and appropriate referrals: ~~department~~ goals and procedures.
- **Working knowledge of community and regional social service agencies and organizations offering programs and/or resources across the age span.**
- **Ability to develop new and unique ways to respond to emerging needs of residents.**
- **Ability to focus on client needs and respond to the needs of internal and external clients.**
- **Investment in working cooperatively and effectively with co-workers, volunteers and community members**
- **Ability to lead and positively influence others to achieve results that are in the best interest of the Community Services department**
- **Proven ability to develop new services; Experience working with volunteers**

Abilities:

- ~~Problem oriented recording.~~

Skill:

- **Interpersonal/interviewing/counseling advising skills.**

Community Services Department
Social Worker Coordinator
3/22/21

**Town of Natick
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- Ability to respond to crisis situations. Skills of crisis intervention; time management, written/verbal communication; strong organizational abilities.
- Recognize and respect the need for confidentiality.

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.

**Town of Natick
Job Description**

Position Title:	<u>Teen-Youth</u> Center Coordinator	Grade Level:	<u>#-2</u>
Department:	Recreation & Parks Division	Reports to:	Recreation and Parks Director
FLSA Status:	<u>Exempt</u>		

Comment [KP1]: The responsibility of this job do not differ from that of the Special Needs Coordinator and should be in the same Grade 2 category. The two positions work side by side meeting the same goals within each specialty.

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Statement of Duties:

The purpose of this position is to ensure for the effective coordination, design, outreach and oversight of Teen Center Programs, activities and initiatives. Individual will be responsible for the organization, delivery and evaluation of programs designed for the cohort. Position engages in community-wide networking and recruitment of teen participants, mentors, instructors and partners.

Supervision Required: Under the general supervision of the Recreation and Parks Director, the incumbent performs the work with a good deal of initiative and autonomy.

Supervisory Responsibility: Incumbent performs work under the general supervision of a department head, which provides policy, guidance and general fiscal controls and sets priorities. However, a great deal of work at this level is performed independently. Incumbent is expected to keep supervisor informed of unusual situations and circumstances and to seek advice in resolving them. Guidelines are mostly in the form of local laws and regulations, which have to be observed and followed where they apply.

~~**Supervisory Responsibility:** On-site supervision of part time staff during programs and events.~~

Accountability: To create the positive environment necessary for constructive accountability the Teen Center Coordinator should:

- Be able to carry out activities with minor supervision.
- Be capable of setting priorities and working under pressure
- Be able to multi-task, planning several programs simultaneously
- Be able to adhere to applicable policies and procedures as well as enforce policies and procedures with staff and participants
- Work well with internal and external participants is essential

~~**Accountability:** Errors and omissions in work could result in missed deadlines, poor employee morale, and adverse public relations.~~

Judgment: The Teen Center Coordinator should institute the following practices in the decision making process:

Department
Position Title
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**Town of Natick
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- Identify the purpose of your decision
- Gather Information and ask questions
- Identify the principles to judge the alternatives
- Evaluate each choice in terms of its consequence
- Determine the best option and execute
- Evaluate the outcome of the decision

Complexity: This multi-faceted position involves a wide variety of functional responsibilities including personnel supervision, 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.

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: Duties generally provide for a normal office environment with high public traffic volumes, free from extremes in temperature, noise, odors, etc.; ~~work is occasionally performed at the homes of clients.~~ 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-hand coordination and finger dexterity. Work requires the ability to normally walk, sit, bend, reach, as well as, see and hear. Incumbent will be required to lift and carry files, documents, records, equipment, etc. and will be required to travel within the Town and to neighboring towns.

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.

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Department
Position Title
5/1/18

**Town of Natick
Job Description**

- ~~Worksworks~~ collaboratively with the Recreation staff to develop and coordinate a comprehensive program of activities and programs for Natick ~~teens which~~teens, which are responsive to identified needs and interests of the cohort.
- Collaborate with Human Services team, Natick Public School Administrators, school resource officers, school social workers, Opioid Task Force, coaches, local service organizations and others to ensure at-risk youth unengaged youth are identified and services are provided during non-school hours.
- ~~Effectively network with school officials, potential teen participants and mentors, community partners and volunteers and external funders to build program capacity, sustainability and efficacy.~~
- Responsible for department wide promotion and planning for teen programming and helping to carry out comprehensive programs with department staff utilizing multiple platforms, social media and the like.
- ~~Develop and actualize marketing/recruitment strategies to engage teens in Drop In Center activities utilizing multiple platforms, social media and the like.~~
- Ensure for the safety of teen participants through the use of observable assessments of risk and instigate appropriate interventions with community professionals as needed.
- In consultation with the Director, make referrals to other services or agencies as needed including but not limited to the Human Services Division, Natick Public Schools, Natick Police Department, Natick and area non-profit social service agencies and the like.
- ~~Evaluate program effectiveness through formal and informal evaluation with participants.~~
- Engage participants, mentors and volunteers in discussions regarding new/innovative program enhancements. Evaluate, prioritize and implement where possible in collaboration with Director.
- 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.

~~Maintain and communicate program statistics~~

- Assist in personnel matters including recruitment, selection and training of department part-

Recreation and Parks
Youth Center Coordinator
3/1/21

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**Town of Natick
Job Description**

time personnel.

- Develop and maintain good working relationships as well as evaluation of employee performance.

•

- Participate in At Risk Teen Coalition Natick 180 meetings, and

Departmental meetings.

Other Duties as assigned

•

Judgment: The Teen Center Coordinator should institute the following practices in the decision making process:

— Identify the purpose of your decision

— Gather Information and ask questions

— Identify the principles to judge the alternatives

— Evaluate each choice in terms of its consequence

— Determine the best option and execute

Evaluate the outcome of the decision**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

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Recreation and Parks
Youth Center Coordinator
3/1/21

**Town of Natick
Job Description**

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.

Recommended Minimum Qualifications:

Education and Experience:

- Bachelor's Degree required in Social Services, Human Services, Recreation Services, or related field, as well as, three (3) years to five (5) years related experience.
- Valid driver's license and reliable means of transportation are required.

Special Requirements:

- Minimum of two years of experience working with teens/youth and planning activities.
- Current First Aid/CPR/AED certifications.

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Town of Natick Job Description

~~**Judgment:** The Teen Center Coordinator should institute the following practices in the decision-making process:~~

- ~~● Identify the purpose of your decision~~
- ~~● Gather information and ask questions~~
- ~~● Identify the principles to judge the alternatives~~
- ~~● Evaluate each choice in terms of its consequence~~
- ~~● Determine the best option and execute~~
- ~~● Evaluate the outcome of the decision~~

Knowledge, Abilities and Skill

Knowledge:

- ~~● Knowledge of practices, principles and techniques of youth services.~~
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Recreation and Parks
Youth Center Coordinator
3/1/21

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**Town of Natick
Job Description**

- ~~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 is required to lift up to 30 pounds
- Ability to actively participate in activities in teen center activities

Motor Skills:

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

Visual Skills:

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

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**Town of Natick
Job Description**

~~• 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.~~

Recommended Minimum Qualifications:

Education and Experience:

~~• Bachelor's Degree required in Social Services, Human Services, Recreation Services, or related field, as well as, three (3) years to five (5) years related experience.~~

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- ~~• Ability to actively participate in activities in teen center activities~~

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*~~

Recreation and Parks
Youth Center Coordinator
3/1/21

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