

**Town of Natick
Job Description**

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

Statement of Duties:

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

~~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 Deputy Community Services Director - Recreation & Parks Director –, the position performs the work with a good deal of initiative and autonomy.

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

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

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

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

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

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

~~Duties generally provide for a normal office environment with high public traffic volumes, free from extremes in temperature, noise, odors, etc.; Incumbent will be subject to frequent work interruptions to assist citizens, staff and others, and may spend extended periods at computer terminal or on telephone, or operating other office machines requiring eye 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 works collaboratively with the Recreation & Parks staff to develop and coordinate a comprehensive program of activities and programs for Natick teens residents, which are responsive to their identified needs and interests. of the cohort.*

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- Collaborate with Human Services team, Natick Public School Administrators, school resource officers, school social workers, Natick 180, coaches, local service organizations and others to ensure unengaged youth are identified and services are provided during non-school hours.
 - Responsible for department wide promotion and planning ~~and managing for teen~~ programs and services helping to carry out comprehensive programs with department staff utilizing multiple platforms, social media and the like ~~including marketing and sponsor development.~~

- ~~Ensure for the safety of teen participants through the use of observable assessments of risk and instigate appropriate interventions with community professionals as needed. Foster a climate of inclusivity, acceptance, and affirmation among youth, families, and staff.~~
- In consultation with the **Youth Coordinator** ~~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, and area non-profit social service agencies and the like.
- Supports the Adaptive Program Coordinator in ensuring programs department wide are accessible.
- Engage participants, mentors and volunteers in discussions regarding new/innovative program enhancements.
- Assist in the development and monitoring of the program budget to meet fiscal objectives.
- Collaborate in the identification of and application for grant funds donations and community partners on-going.
- Assist in personnel matters including recruitment, selection and training of department part-time personnel.
- ~~Attend required trainings for agency and acquire necessary certifications (including Certified Lifeguard Instructor).~~
- ~~Manage all summer related teen programming.~~
- ~~Manages Memorial Beach; is responsible for beach oversight including, but not limited to recruitment, staffing, training, scheduling: works with the Assistant Director – Resource Allocation on the maintenance of building and pier system. Makes hiring recommendations, and when necessary, disciplinary recommendations to the Deputy Director of Community Services; supervises, directs, trains, reviews, and establishes work schedules and work assignments for beach staff consistent with Town by-laws, policies, procedures.~~

Knowledge, Abilities and Skill:

Knowledge:

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

Abilities:

- Ability to network with public and private sector organizations and agencies.
- Ability to determine the needs of the community for department services.
- Ability to respond to citizen inquiries and/or complaints with tact and diplomacy.

- Ability to receive, understand, interpret and carry out department policies and procedures relating to programs and facilities.
- Ability to supervise others, making work assignments, evaluating their performance and training them.
- Ability to communicate effectively with others, both orally and in writing. Ability to plan and to schedule effectively.
- Ability to handle a great deal of details, and to perform such work with a high degree of independent action.

Recommended Minimum Qualifications:

Education and Experience:

- Bachelor's Degree required in Social Services, Human Services, Recreation Services, or related field, as well as, **a minimum of three (3) years 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.
- **Life Guard Instructor Certification or ability to obtain within first 6 months of employment.**
- **Experience managing a waterfront.**

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.
- **Ability to move, setup/up break down aquatic and recreation equipment and supplies.**

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.

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