



Article 14

COMMUNITY SERVICES COORDINATOR: INCREASED HOURS

Summary

- **Moved:**

- An increase of 10 hours per week of administrative support for the Community Services Coordinator (CSC), which will increase the Town-Hall salary total (budget line-item 192) by **\$11,555**

- **Issue**

- The CSC position is time consuming, demanding:
 - case management for multiple residents
 - overseeing the Boxborough Rental Assistance Program (BRAP)
 - attending meetings of several Town committees
 - partnering with agencies and the UCC on different initiatives
- Assistance is needed to aid with program logistics and oversight

Solution

- **Hire an administrative assistant, who understands and upholds confidentiality and privacy issues, to:**
 - Provide administrative support for BRAP
 - Locate and update resources for residents
 - Help with the Boxborough Bee
 - Help with local events
 - Assist with the preparation of reports
 - Assist with intakes when the Community Services Coordinator is out of the office

Benefits

- **Increased office coverage**
- **Increased human capital to support residents**
- **Increased support to create new initiatives for residents**
- **Increased time for the Community Services Coordinator to provide case management**

Vote Yes

- COVID and the fire on Swanson Road have shown that many residents in Boxborough have, among others, food and housing insecurity, mental-health concerns, and isolation
- Increased support is needed for outreach, resource development, and sustainability of services provided.