

Town of Boxborough, MA

POSITION: Human Services Director

DEPARTMENT: Human Services

FLSA STATUS: Exempt

REPORTS TO: Town Administrator

GENERAL SUMMARY:

The Human Services Director provides leadership for the Town of Boxborough in all areas of human services, including the initiation of new programs to meet unmet community needs. He/she serves as the liaison to the federal, state and local government agencies and local institutions and agencies involved with protecting and improving the human services in the Town of Boxborough. Work at this level requires a working knowledge of departmental operations, and local and state laws.

SUPERVISION SCOPE

Works directly under the direction of the Town Administrator within the policies established by the Select Board and guidelines established by the Council on Aging (COA), Recreation Commission, and human services boards, committees, and commissions.

SUPERVISION RECEIVED

Works under the general direction of the Town Administrator. Manages own workload. Work activities require independent action and judgment as the department head may not be available to address issues

SUPERVISION EXERCISED

Operates as the department director for the Human Services Department. Supervises the Council on Aging Coordinator, Community Services Coordinator, Recreation Coordinator, Veterans Services Officer, and administrative support staff. The Director may serve as the department coordinator for the Council on Aging, Recreation, or Community Services at the direction of the Town Administrator to provide effective support for any division of the Human Services department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Management

The Human Services Director is the primary source for planning, coordination, and evaluation of Human Services in the Town of Boxborough. He/she establishes short-term and long-term goals and plans, develops performance standards, and assumes responsibility for results. He/she assesses the Department's functions and recommends performance and process improvements.

The Director is responsible for the day-to-day management of the department, including direct interaction with department coordinators and staff about delivery of services to residents, programmatic objectives, annual goals, and board and commission matters.

He/she is responsible for financial management of the department, including annual operating and capital budget preparation, budget defense, grant management, grant writing, grant implementation, personnel administration and supervision, public relations, and board and commission relations.

As a member of the Management Team, work collaboratively to set the direction for the Town, continuously evaluate and improve Town services, and appropriately allocate organizational resources across departments.

Serve as member of various employee and Town committees, as needed.

Programmatic

The Director designs, plans, schedules, and implements a comprehensive program of human services, including programs in youth services, services to veterans, services for the aging, and community well-being. Additionally, he/she revises and enhances the data gathering, evaluation, and statistical analysis functions of each division within the Human Services Department.

He/she performs duties in conjunction with other Town departments, elected and appointed boards, and community partner agencies. He/she provides direction for department programs to meet changing needs, demands, and conditions and to contribute towards continuous improvement in the quality of the services provided. The Director implements effective policies, programs, and plans through such tools as regulation development, needs assessment, and the pursuit of funding and support resources.

He/she acts as a community resource to promote issues and educate residents on public policy issues and human services needs in the community, and coordinates and communicates human services needs with other town departments.

Educate, Inform, and Empower

The Director works in coordination with Council on Aging, Recreation Commission, and other human services boards/committees/commission to researches best practices, and incorporates the best available data about all issues which might affect the health and wellness of Boxborough and its residents. The Director and his/her staff shall endeavor to educate, inform, and empower the community, elected officials, Town Departments, and community partners about sound wellness practices and about the potential impact of actions, initiatives, and policy choices on the public.

The Director will perform other duties as assigned. The essential functions or duties listed are intended as illustrations of various types of work to be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, and logically related to the position. The position functions as a part of the overall municipal team to ensure effective and efficient municipal operations.

OTHER DUTIES AND RESPONSIBILITIES

The duties listed above are intended only as examples 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.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience

A bachelor's degree in closely-related human services field (such as Social Work, Public Health, Human Services, Health Sciences) or professional management degree (Public Health Administration, Public Administration, or Business Administration). The position requires three to seven years of professional work experience, of which at least two must have been in a supervisory capacity. Minimum of three years of responsible work in a community organization, social work, gerontology, human relations, recreation or related field. Master's degree preferred, but not required.

DESIRED KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge:

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
- County, state, and federal laws, statutes, ordinances related to human services programs and activities.
- Principles and practices of human services program development and service delivery.
- Principles and practices of case management.
- Socioeconomic, cultural and community factors related to the provision of human services.
- Funding sources and their requirements for human service programs.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the management of employees through multiple levels of supervision.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Principles and practices of budget and grant development and administration.
- Communicating effectively in oral and written forms.
- Record management principles and practices.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, often in situations which may be stressful.

Abilities:

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Training others in policies and procedures related to the work.
- Developing and implementing goals, objectives, procedures and work standards.
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Planning, organizing and administering comprehensive human services community programs.
- Interpreting, applying and explaining complex federal, state and local laws related to the areas of responsibility.

Skills:

- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion and prudence in dealing with those contacted in the course of the work.

- Making effective oral presentations to large and small groups.
- Using initiative and independent judgment within general policy guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Contributing effectively to the accomplishment of team or division goals, objectives and activities.

TOOLS AND EQUIPMENT USED

Microsoft Office Suite/Google Workspace, social media applications, online scheduling software, and other computer software as needed to perform the tasks above.

PHYSICAL REQUIREMENTS

The physical demands described herein 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 essential functions.

Position requires the ability to operate a keyboard and standard office equipment at efficient speed. The employee is frequently required to use hands to handle or feel objects, tools, and controls and reach with hands and arms. The employee is frequently required to sit, talk, and hear. Specific vision requirements include close vision, distance vision, and the ability to adjust focus.

The employee is frequently required to sit, talk and hear. Occasionally carries and/or lifts items, weighing no more than 25 pounds. Requires access to other town departments and to senior homes and/or site visitations.

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

WORK ENVIRONMENT

Work is performed under typical office conditions. May occasionally conduct home visits either at the request of the Police or Fire departments or because of other circumstances. May also facilitate discussions or present information at other locations in and around Boxborough.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

This job description does not constitute an employment agreement or contract 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.

Recommended: February 26, 2019 (As the Council on Aging and Community Services Director)

**Revised: January 8, 2024
February 8, 2024**

Approved (Name): Personnel Board

Approved (Date): February 13, 2024