



## Town of Needham Massachusetts

Town of Needham	Director of Health and Human Services	
Department of Health & Human Services	Grade: K-26	Status: Full-Time

**Overview:** Under the direction of the Assistant Town Manager/Director of Operations and with the policy direction and support of the elected Board of Health, the appointed Council on Aging and the appointed Youth Commission, the Director of Health and Human Services directs and administers the Needham Health and Human Services Department, which consists of four divisions: Aging Services, Public Health, Veterans Services, and Youth & Family Services.

**Duties:** The Director of Health and Human Services performs Duties across the following areas:

### Leadership

The Director provides leadership for the Town of Needham in all areas of health and 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 and public health in the Town of Needham.

The Director serves as a member of Needham's senior management team, and ensures that the Town is prepared for public health emergencies. The Director will often present information in public settings, and must be adept at conveying complex health or wellness information in critical situations verbally and in writing

### Management

The Director of Health and Human Services is the primary source for planning, coordination, and evaluation of Health and Human Services in the Town of Needham. 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 division managers and staff about delivery of services to residents, programmatic objectives, annual goals, and board and commission matters. In conjunction with the Human Resources Department, the Director is responsible for the hiring, training and supervision of staff, and making promotional, separation, salary and other personnel recommendations.

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.

### Programmatic

The Director designs, plans, schedules and implements a comprehensive program of health and human services, including responsibilities for programs in youth services, services to veterans, services for the aging, health services, substance use prevention and education, and public health. Additionally, he/she shall revise and enhance the data gathering, evaluation, and statistical analysis functions of each division with the Needham Department of Health and Human Services.

He/she does so in conjunction with other Town departments, elected and appointed boards, and community partner agencies, and 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 of Health and Human Services implements effective policies, programs, and plans through such tools as regulation development, needs assessment, and the pursuit of funding and support resources.

### Regulatory Actions

The Director of Health and Human Services acts as the Agent of the Needham Board of Health, and directs the enforcement of state and local laws, regulations and ordinances on its behalf. He/she provides technical consultation to department staff, Town departments, elected officials, and the citizens of Needham.

In addition to enforcing existing regulations, the Director develops new public health regulations for the Board of Health's consideration, using expertise in research, writing, and policy analysis to ensure that Needham's regulations proactively promote health and serve to prevent, mitigate, or eliminate any threats to the health and well-being of Needham and its residents.

The Director may represent the department by testifying at legal proceedings pertaining to department matters. He/she enforces codes and regulations to ensure compliance, and shall serve as administrative officer and preside over hearings.

### Educate, Inform, and Empower

The Director of Health and Human Services is charged by the Town of Needham and by the Board of Health, Council on Aging, and Youth Commission to research best practices, and review the best available data about all issues which might affect the health and wellness of Needham 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 public health practices and about the potential impact of actions, initiatives, and policy choices on the public's health.

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.

**Basic Knowledge:** The position requires a Master's degree in public health, public policy, public administration, or a related field. The Director of Health and Human Services must possess a thorough knowledge of Massachusetts laws, rules, and regulations relating to human services and public health,

and must have the ability to interpret and enforce regulations and health codes. He/she should understand sociological aspects of human services, community development, and social change. The Director should possess significant financial management skills, including an understanding of budgeting, accounting, activity-based costing. He/she should understand how to manage grant programs, and maintain compliance with local, state, and federal requirements. The Director must be able to communicate well, both verbally and in writing, make presentations and be an effective public speaker. He/she should have the ability to work with community groups and other agencies, and must be adept at negotiation, leadership, mediation, and public relations.

**Experience:** The position requires seven (7) to ten (10) years of professional work experience, of which at least five must have been in a supervisory capacity.

**Required Credential:** The position requires Master's degree in public health, public policy, public administration, or a related field.

**Preferred Credential:** Evidence of additional graduate-level course work or continuing professional education in the fields of public health, public policy, public administration, or a related field is strongly preferred. Prior professional experience with government agency procurement standards and processes is highly desired.

**Supervision:** The Director of Health and Human Services receives supervision from the Assistant Town Manager/Director of Operations, and from the Town Manager when appropriate. The Director receives strategic input and broad policy direction from the elected Board of Health and from the appointed Council on Aging and Youth Commission.

**Independent Action:** The Director of Health and Human Services is a senior manager, and functions independently relying upon his/her judgment, understanding, and discretion to make important policy and enforcement decisions and to design programs and tailor services to meet the changing needs, demands, and community conditions. He/she performs highly responsible duties requiring independent judgment to organize and manage staff, programs, budgets, and grants.

**Supervisory Responsibility:** The Director of Health and Human Services provides direct supervision to division directors and/or assistant directors, as well as select professional staff members. He/she directs a department that consists of four divisions and a full-time equivalent headcount, including volunteers, of approximately 30.

**Physical and Environmental Standards:**

- A combination of office and the very occasional fieldwork. Field conditions include a variety of settings such as indoor and outdoor pools, open fields, restaurants, markets, houses, basements, construction sites, dumpsites, and similar settings. Inspections occur at all times of the day (and occasionally evening) and during all seasons and all types of weather.
- Must be able to climb stairs, bend, kneel, and perform other physical activities in an office setting. There may be sustained periods of standing and walking.
- Regular interruptions to assist citizens and town employees
- May spend extended periods at computer workstation, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.

**Other Requirements:**

- Possession of a valid state-issued driver's license.

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 the requirements of the job change.