

**DEPARTMENT OF COMMUNITY SERVICES  
DIRECTOR**

**DEFINITION**

Position is responsible for administering community and social services for the Town of Chatham, including overseeing the Town's senior and recreation/beaches departments and community outreach services. Provides and oversees a visionary and innovative approach to programming to an array of Town-wide community social, educational, supportive and recreational services and programs to the citizens of Chatham.

**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 emergency conditions, this position is likely to be called upon to perform expanded or extended duties.***

- The Director, displaying his/her own initiative and ingenuity, plans and implements initiatives and programs and services to enrich the lives of Chatham residents.
- Administers community and social services for the Town, including overseeing the Town's senior, active living, recreation, and community outreach services.
- Oversees direct resident services, including transportation, information, referral, emergency assistance, counseling and other support or assistance on a timely basis and in accordance with the Town Bylaws and the policies of the Council on Aging Advisory Board.
- Recommends the appointment of employees for the Department of Community Services ("DCS") to the Town Manager. Oversees hiring, onboarding and training process for the DCS employees and volunteers, including senior center and recreation employees and volunteers.
- Supervises all employees and volunteers for DCS, including daily supervision for Senior Center employees. Ensures employees and volunteers have necessary certifications and trainings, and consults with Human Resources on personnel issues when necessary.
- Prepares operational and capital improvement budgets; oversees enterprise funds, appropriations and expenditures; recommends and oversees collection and accurate accounting of user fees, funds, gifts, and grants; assures sound fiscal control and effective and efficient use of budgeted funds, personnel, materials, facilities and time for the Council on Aging and Recreation/Beaches Departments.
- Oversees and supervises the daily operations, activities, and programming of the Senior Center.
- Creates and manages schedule and standards establishing quality and quantity of work for all COA staff and volunteers.
- Maintains network of resource and referral agencies, organizations and services for seniors/disabled, communicates and cooperates with other Council on Aging agencies,

elder service agencies, state agencies including EOEA, Mass DOT, Mass DTA, DPH and other like agencies (providers, in-kind, informal, public, private, non-profit, civic, religious, fraternal, educational).

- Collaborates with community groups and other town departments to identify and reach residents in need and optimize client service delivery.
- Oversees, and assists with, social services provided to residents on matters such as: SSI, SNAP benefits, affordable housing, MassHealth, WIC, legal assistance, insurance counseling, tax assistance, health proxy, fuel assistance, and other assistance programs that residents may qualify and apply for. Identify needs of local population and make appropriate referrals when necessary.
- Maintain direct link with service providers (health, meals, transportation, etc.) including arranging for activities (e.g. recreation) and/or supervises others as appropriate (e.g., meals/van reservations); initiate peer/caregiver support groups to ensure services are provided in a timely manner.
- Prepare bids/specifications when necessary.
- Coordinate seniors participating in the Senior Work-Off program with Town Departments.
- Authorize policies, programs and activities provided by DCS divisions and ensure such programs complies with Federal, State and local legislation, regulations and by-laws.
- Researches, applies for and administers available grants within the service areas of the DCS;
- Formulates recommendations for DCS operations, funding, and policy.
- Oversee long term master plan for the Senior Center and Community Center.
- Prepare reports as required to the Massachusetts Executive Office of Elder Affairs, specifically the Formula Grant proposal; monitors spending within specified categories; prepares Statement of Balance, tracks units of service for annual State report.
- Prepares cost estimates for Recreation/Beaches improvements; oversees and manages the planning of new parks, playgrounds, recreation facilities and the amenities necessary for the proper construction and maintenance of these facilities; monitors materials and supplies used in the maintenance, construction and repair of parks and facilities;
- Assesses the leisure, cultural, parks, open space, facility and recreational needs of the community; quantifies the need for funding based on community needs assessments, surveys, studies and trends; effectively communicates the need for funding to community leaders, civic groups and public officials through meetings, public presentations and correspondence;

### **SUPERVISION RECEIVED**

Under administrative direction of the Town Manager, the employee works from policies, goals, and objectives; establishes short-range plans and objectives, departmental performance standards and assumes direct accountability for department results; consults with the supervisor only where clarification, interpretation, or exception to policy may be required or as requested by the supervisor. The employee exercises control in the development of departmental policies, goals, objectives and budgets and is expected to resolve all conflicts, which arise and coordinate with others as necessary.

### **SUPERVISION EXERCISED**

The employee is accountable for the direction and success of programs accomplished through others. Responsible for analyzing program objectives, determining the various departmental work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the program objective; and recommending new goals. The employee typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; determines organizational structure operating guidelines and work operations.

### **JUDGMENT AND COMPLEXITY**

The work consists of managerial functions and processes such as planning, organizing, controlling, coordinating, evaluating, integrating activities and programs for a major functional area of the organization. Guidelines only provide limited guidance for performing the work which may be in the form of administrative or organizational policies, general principals, legislation or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies.

### **NATURE AND PURPOSE OF CONTACTS**

Relationships are with co-workers, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance. The employee may represent to the public a functional area of the organization on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

### **CONFIDENTIALITY**

Employee has regular access at the departmental level to a wide variety of confidential information, including personnel records, medical records, lawsuits and client records.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree, in related field, and five to seven years related experience or any equivalent combination of education and experience. Master's degree in gerontology, social work, human services administration, public administration or an allied discipline preferred. Five to seven years' experience in organizational management required. Must possess a valid Massachusetts Driver's license. CPR, First Aid, and SafeServ certifications. MCOA Director certification and SHINE insurance training strongly preferred. CORI check required.

### **KNOWLEDGE, ABILITY, AND SKILLS**

Knowledge: Comprehensive knowledge of municipal operations and government. Broad managerial and professional knowledge to plan, organize, implement, and administer comprehensive and diverse programs and services consistent with Town-wide priorities and needs. Considerable knowledge of State and Federal laws and administrative regulations relating

to benefits and other assistance for children, families and elders. Knowledge of municipal budget preparation and fiscal accountability. Working knowledge of human service services and referral organizations on federal, state and local levels. Understanding of state, federal and local laws and regulations impacting the senior population and care givers, and recreation programming. Knowledge of Recreation and Council on Aging regulations, policies, programs, and operations; knowledge of office management principles and practices and computer systems and equipment used by the department.

Abilities: Ability to use with proficiency Microsoft office or other word processing programs and relevant computer programs. Ability to manage and supervise employees and volunteers effectively. Ability to communicate effectively both orally and in writing. Ability to maintain good public relations and effective collaborative working relationships with Town departments, department heads, fellow employees, officials, and the general public. Ability to meet deadlines. Ability to work independently and exercise independent judgment. Ability to stay calm and deal tactfully, patiently and appropriately with all clients; Ability to show empathy and compassion. Ability to multitask and prioritize.

Skills: Proven interpersonal skills, public speaking skills and problem resolution skills. Management and supervisory skills. Customer service skills. Organizational skills and must be detail orientated.

## **WORK ENVIRONMENT**

The majority of work is performed in an office setting typical to municipal buildings.

## **PHYSICAL, MOTOR, AND VISUAL SKILLS**

### **Physical Skills**

The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

### **Motor Skills**

Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

### **Visual Skills**

Visual demands require routinely reading documents for general understanding and analytical purposes and frequent computer usage.