



CITY OF NEWTON, MASSACHUSETTS

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| POSITION TITLE | Commissioner of Health and Human Services |
| DEPARTMENT | Health and Human Services |
| GRADE | H14, FLSA Exempt Managerial |
| SUPERVISOR | Mayor |

Primary purpose:

The Commissioner of Health and Human Services (HHS) is the key public health leader for the approximately 90,000 diverse and engaged residents of the City of Newton as well as for the thousands more that work in or visit the community. Supported by Division Directors, the Commissioner leads the HHS Department in implementing its mission to protect, promote, and sustain the health, harmony, and well-being of all Newton residents, in a culturally competent, respectful manner with a focus on prevention. The Commissioner leads a wide variety of work, including public health, environmental health, school health, social services, and youth services. The Commissioner oversees policy development and implementation; strategic planning; community needs assessment; design, implementation, and evaluation of initiatives; and continuous quality improvement in all aspects of the Department. The Commissioner enforces state and local laws, regulations, and ordinances and serves as the Department's liaison to state and local government agencies as well as many City/School departments and community partners (e.g., Newton-Wellesley Hospital, contracted ambulance service, Riverside Community Services and others). As a visible leader in the community, the position requires strong professionalism, an exemplary work ethic, a solution-oriented attitude, and a desire to be nimble and collaborative as the needs of community members change over time and, sometimes, suddenly. The Commissioner is often involved in sensitive matters, sometimes requiring confidentiality. The Commissioner is responsible for the management and oversight of the Department's budget, staff, and policy direction. The Commissioner reports directly to the Mayor of the City of Newton. The Commissioner performs other work as required and directed.

Supervision:

Scope and Judgment: This position requires a strong public health background, with experience in environmental health, school health and/or human services very advantageous. In addition, the position requires management experience, sound judgement, excellent interpersonal and communication skills, and the ability to work and lead across a wide range of community and public health arenas. The position must be able to take fast, decisive action when matters are time sensitive, while recognizing the unique requirements in a municipal setting, limits to resources, and regulatory requirements. The position must be able to learn new content areas quickly and frequently in order to respond to the wide ranging and ever-changing needs in our community and in the public health environment. Critical thinking, excellent listening skills, research and evaluation skills, self-motivation, and a passion for serving the public with patience and compassion, and high levels of integrity are all key elements of the role.

Supervision Received: The Commissioner reports directly to the Mayor who is the City's Chief Executive Officer. The Commissioner does not report to a local Board of Health but does have a supporting advisory council that advises and assists the Commissioner of Health per M.G.L. chapter 111, sections 26A and 26C. Position operates

in accordance with applicable state and local laws and regulations and department policies and procedures. The ability to plan and perform operations to independently complete assigned tasks according to a prescribed time schedule is required as well as being able to independently establish one's own daily work plan based on regular routine and special assignments.

Supervision Given: Provides direct supervision of the department's division directors in public health, social services, and school health services. Responsible for the oversight of all personnel in the department, directly or through management level subordinates.

Essential Functions:

(The essential functions or duties listed are intended only as illustrations 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.)

Manage, lead and direct the Health and Human Services Department in order to meet the goals and objectives of the department within the allocated budget. Provide direction to HHS division leaders to meet changing needs, demands and conditions and to contribute towards continuous improvement in the quality of the services provided.

Collaborate with other city/school departments, community agencies, businesses, and residents/resident groups. Ensure data collection, analysis and use in planning programs and setting priorities. Monitor and adopt planning and evaluation tools and technology.

Advise the Mayor, elected officials, department staff, other departments, and the public about public health and human services issues. Assume leadership as appropriate, required and directed, in local and regional emergency preparedness and emergency response.

Identify and pursue grant opportunities to fund programs that can meet health and human services needs in the city. Evaluate existing programs and modify as appropriate to meet the city's needs. Oversee the enforcement of existing and new laws, regulations and policies delegated to local public health agencies.

Develop and oversee the departmental budget. Hire and manage departmental staff. Participate in collective bargaining with applicable unions. Ensure the consistent application of City personnel policies and applicable collective bargaining agreements.

Produce communication materials including press releases, public presentations, website materials and other means of verbal and written communication. Work closely with the executive office to understand and respond to the priorities of City leadership. Provide policy recommendations and guidance directly to the Mayor and the Executive Office staff.

Conduct community health education and public relations programs. Conduct hearings for enforcement, appeals, variances and grievances of public and environmental health laws and regulations. Serve on appropriate city committees, commissions, etc.

Attend trainings and conferences related to the position and needs of the department and city, both internally and externally and recommend professional development for staff.

Oversee contracted health and human service agencies that care for vulnerable residents.

All other duties as required and directed, and as required by City Ordinance (Chapter 12, Article 2, Sections 12-18-20, et al), state law and federal law, and all other applicable laws or regulations that may apply).

Minimum Entrance Qualifications:

(To perform successfully, an individual must be able to perform the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required of this position. Reasonable accommodations may be made to enable individuals to perform the essential functions. We encourage all candidates who feel they are capable of successfully performing the responsibilities of this position to apply, regardless of the qualifications listed below.)

Education, Training, and Experience:

Master's degree in public health, public administration, environmental health, or related field, and a minimum of five years of experience in community health or public health administration, preferably in a local public health agency, with at least two of those years in a senior leadership position required, and all minimum requirements per City Ordinance (Article II, sections 12-19). Certification as a Health Officer in Massachusetts or the ability to obtain certification within three years of employment. Any equivalent combination of education, experience, knowledge, skills, and abilities that bring value to this position and our City, and as deemed acceptable to the City, will be considered.

Special Requirements:

Demonstrated leadership, management, organizational, time management, and prioritization skills. Experience supervising staff, preferably in a non-union and unionized environment. Excellent oral and written communication skills. Experience with Grant writing is advantageous. Knowledge of health and human service organizations locally and/or statewide. Experience working with community organizations and institutions. Knowledge of Massachusetts public and environmental health laws and regulations preferable. Experience and strength with communicating with the public and the media. Excellent verbal communication and writing skills. Understanding of communicating via social media. Strong computer skills including Microsoft Word, Outlook, and Excel and experience using databases.

Strong commitment to public service.

Knowledge, Ability and Skill:

Knowledge. This position requires expertise in one or more areas of public health and relevant trends and best practices, understanding of environmental and school health as well as human services, and experience in management and leadership. Familiarity with local government is helpful.

Ability. This position requires the ability to comprehend and manage the department within the scope of laws, rules and regulations pertaining to this specialty area. Ability to organize time, work independently and accomplish tasks despite frequent interruptions. Ability to maintain detailed records and data bases. Ability to operate various types of office equipment. Ability to maintain confidentiality of information. Ability to organize clerical and statistical records. Ability to maintain detailed and extensive records and to prepare reports from same. Ability to work effectively under time constraints to meet deadlines. Ability to deal tactfully and appropriately with the community members and City departments in an effective manner. Ability to interpret, follow, and update departmental procedures and guidelines. Ability to be a strong team player and a team leader. Ability to absorb new information and learn quickly and maintain a departmental sense of urgency. Ability to use judgement in the analysis of facts and circumstances to solve practical problems and deal with problems involving many variables, sometimes with incomplete and changing information. Ability to interpret a

variety of instructions furnished in written, oral, diagram or schedule form. Ability to provide public presentations to educate and support residents and/or colleagues.

Skills. This position requires strong organizational skills and the ability to work under pressure; excellent interpersonal and customer service skills; excellent writing skills including writing of memos, reports, proposals, analyses, and professional communications; excellent oral communication skills for presentations, meeting facilitation, and public interactions; excellent management and leadership skills; and expertise and skill in using personal computers and common computer programs (Outlook, Word, PowerPoint, Excel, etc.).

Physical requirements and Job Environment:

(The physical demands described here represent those requirements 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.)

Physical Requirements: Regularly required to operate a computer and other office productivity machinery, such as a calculator, copy machine and computer printer, and move/access paper, files, and other common office objects as well as equipment and supplies relating to programs and needs in the department. Lifts and/or moves objects weighing up to 20 pounds.

Job Environment: Work is performed under typical office conditions as well as other settings including community-based settings and responding to emergencies.

Frequent contact with the general public, other city departments and officials, outside agencies, businesses, vendors, and other governmental organizations and attorneys, etc. Communication is by means of in person meetings, telephone, online meeting platforms, personal discussion, and correspondence and involves discussing routine and confidential information, requiring patience, courtesy and judgment.

The work is often unpredictable and requires flexibility in both work performed and schedule.

Has access to confidential and sensitive information. Errors in judgment could result in significant delay or loss of services, legal ramifications, adverse public relations, and monetary loss.

Performance Standard

The Commissioner, and all employees of the City, are expected to effectively work together to meet the needs of the community and the City through work behaviors demonstrating the City's values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Please scan the QR code to visit the City of Newton Human Resources Department Job Opportunities website.

