

ASSISTANT TO THE HEALTH AGENT

Position Purpose:

The purpose of this position is to provide two-deep Health Agent capability as required by the state, and to perform skilled professional, technical, and administrative support for the operations of the Board of Health (HEALTH DEPT.) and Health Agent. The Health Assistant is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control

- The Assistant works independently under the general supervision of the Health Agent, to plan and carry out projects and activities in accordance with the HEALTH DEPT. mission and priorities. This entails timely and effective communication and coordination with the Agent and other stakeholders.
- The Assistant carries out the duties associated with implementing and supporting state and local health policies related to septic systems, wells, and licenses and permits. The Assistant maintains up-to-date education on local, state, and federal health regulations and pending changes. Responsibilities include providing information and guidance to residents and service providers, issuing licenses and permits, interpreting and disseminating information, communicating with the HEALTH DEPT. and stakeholders, creating and updating reports, and maintaining HEALTH DEPT. databases.
- The Assistant serves as a HEALTH DEPT. authorized agent within the town and region, such as for emergency response, inter-departmental working groups, the MA Department of Public Health, the Medical Reserve Corps (MRC), Lyme Disease subcommittee, Massachusetts Association of Health Boards (MAHB), and Massachusetts Emergency Medical Services (EMS) region IV. Duties include attending meetings, supporting emergency preparedness and response, carrying out assigned action items, and communications between the HEALTH DEPT. and designated committees/organizations.

Supervision:

Supervision Scope: Performs highly varied and often complex duties requiring knowledge and integration of HEALTH DEPT. procedures, local and state regulations, and site - or Carlisle - specific influences related to public health. Requires exercise of sound judgment and initiative to independently perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

Supervision Received: Works under the direction of the Health Agent, who will specify the scope of work, general priorities and project duties; will self-direct his/her daily and weekly work plan to achieve the objectives in a timely and efficient manner, seeking detailed direction from the supervisor only for complex or unusual cases. The position is subject to routine performance evaluation according to the town's personnel plan.

Supervision Given: May be assigned to supervise non-employee volunteers, for example senior tax workers and Medical Reserve Corps volunteers, grant consultants, interns working on specific projects, and may provide specific direction to the Board's professional consultants, for example engineering consultant, food inspector, animal inspectors or well inspector.

Job Environment:

Work is typically performed in an open office area, which can be moderately noisy and have frequent interruptions. The Assistant will be present in the office during work hours in order to serve customers.

May be called upon to work under non-standard conditions during weather or other emergencies or to support HEALTH DEPT. activities (e.g. shelter operations involving a blizzard/ hurricane/ weather emergency, urgent public health situations including operation of an emergency dispensing site clinic, flu clinic, or other emergency situation with different hours of work, alternate location, or alternate duties).

Field work may entail exposure to inclement weather, driving hazards (e.g. during hurricanes or snow emergencies); sewage (e.g. failed septic systems); hazardous chemicals (e.g. responding to a petroleum spill); mosquito, tick or animal-borne diseases (e.g. beavers, dead birds); conditions associated with residents' mental health problems (e.g. anger, hoarding of trash or animals); communicable diseases (e.g. flu, rabies), animal bites, or harmful levels of noise (construction sites).

Makes frequent independent contact with other town departments/boards/commissions, members of the building community, homeowners, and the general public. Contacts generally consist of an information exchange dialogue and may involve the resolution of complex and/or sensitive customer service issues

Has access to sensitive personally identifiable information (PII) that if disclosed, could result in harm to an individual. This includes names of individuals and their medical records. May also have access to confidential information including land development proposals, executive session minutes, and MA Public Health Alerts prior to public notification.

Errors could result in considerable delay and confusion, possible danger to public health/safety, and have significant legal repercussions.

Operates a computer, calculator, copier, facsimile machine, telephone and other standard office equipment. There is frequent keyboarding and mouse use. Moves frequently between a workstation, filing cabinets, copier, public counter, and other departments' offices. Will routinely move files and lightweight office materials (up to 10 pounds), and occasionally move materials that weigh up to 25 pounds such as signage and boxes of supplies.

Essential Functions: *The essential functions or duties listed below 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.)*

Serves as acting Health Agent as needed in the absence of or in partnership with the Health Agent. (Dual agents may be required during emergencies or periods of high demand.) *Salient differences between the Assistant and supervisor (Agent) are: (i) the Assistant routinely*

supervises Health Department subcontractors, (ii) the Assistant will go through continuing education to bring his/her expertise to that of the Agent within the next five years or sooner, and (iii) when not serving as an Acting Agent, the Assistant assumes responsibility for the more routine--but no less important--Health Department tasks.

Interprets policies and regulations for the public. Responds to citizen requests for information using good judgment and decision making; conducts research to obtain information needed.

Serves walk-in and telephone customers. Provides information, forms, and assistance pertinent to various licenses and forms required by the town or state; checks applications for completeness. Assists customers with engineering questions by reviewing property plans and providing guidance on completing applications.

Provides access to Public Records as mandated in the Massachusetts Public Records Law (Law), MGL Chapter 66, Section 10

Composes reports and correspondence as needed. Independently prepares letters to property owners, service providers, and other interested parties doing business with the Board on a variety of topics. Manages and maintains departmental files to be compliant with public records laws and good business practices.

Initiates process improvements to deliver better value more efficiently. Reviews and evaluates proposals for new services and/or program modifications and evaluates services and when necessary, implements changes. Takes independent action to develop, advocate for and implement improvements that enable the HEALTH DEPT. to accomplish more with its allocated budget. This might include, for example, (i) self-certification checklists for individuals seeking Health Department services (e.g. permits), (ii) systems and policies for recording and staying on top of public water supplies and innovative (I/A) septic systems and their ongoing testing & reporting requirements, (iii) developing and hosting informational sessions for homeowners and homeowner associations (HOAs) on well and septic system with special requirements, or (iv) working with designers of I/A septic systems and septic system installers to host training sessions and improve the quality of the systems and installations.

Researches special topics and prepares reports and findings independently or as directed by the Health Agent. Conducts literary reviews, contacts experts on special topics as requested by the Health Agent or Board of Health. Analyzes and distills information in a cogent format. Creates PowerPoint presentations for use at education events and town forums.

Provides IT services for Website content management by facilitating, creating organizational structure, editing, publishing of content for Lyme Disease Subcommittee and Caring4Carlisle websites. Prepares health related topics for town website. Manages HEALTH DEPT. website calendar, agendas and minutes.

Manages contract consultant services by scheduling and prioritizing requests and following up on post inspection reports. Ensures that service fees are paid prior to scheduling.

Has access to, discusses and reports on confidential financial, health and/or legal records and information. Works with personally identifiable information in medical records that are subject to HIPAA or other regulations. Duties may include direct outreach to healthcare provider or patient.

Administers the annual, seasonal, and/or one-time licensing of service providers and keepers of livestock in Carlisle. This includes the timely notification, collection of fees, scheduling & verifying satisfactory inspections, and issuance of permits to septic haulers, installers, water suppliers, food licensees (churches, residential, schools, stores, ice-cream stands, non-profit organizations), and keepers of livestock. Performs outreach and education for new potential applicants, including one-on-one education and Mosquito press releases. Monitors compliance throughout the year, tracks violations and complaints, and recommends actions for HEALTH DEPT. follow up.

Maintains department database, legal records, and files, including Title V inspection reports, system pumping records, soil log evaluations, and underground oil tank information. Reviews documents for compliance and initiates follow-up actions when necessary. Develops and executes procedures for converting historical files to electronic format.

Processes department invoices, tracking costs, assigning accounting codes and maintaining records of department expenditures and receipts for operating, revolving and grant accounts. Orders and maintains office supplies in a timely and cost effective manner. Researches and procures specialty items being purchased through grants (such as storage units, carts, A-frames).

Manages fee receipts and analyzes account cash flows to spot trends of under and over funding. Receives payments, enters into financial spreadsheet and ledger, and prepares semi-monthly deposits (per town fiscal policy). Tracks billing and receipts for engineering services provided by HEALTH DEPT. engineering consultant, monitors unpaid invoices and initiates collection notices. Maintains spreadsheets for Operating and Revolving Accounts and reconciles monthly with the Town Accountant. Provides routine budget updates to the Board.

Acts as the Board's authorized agent for designated groups and organizations. Attends meetings, completes action items, and manages communications for the HEALTH DEPT. This may include Public Health Region 4AB, CHNA15, Medical Reserve Corps (MRC), Lyme Disease subcommittee, and Massachusetts Association of Health Boards (MAHB).

Participates in emergency preparedness planning. Assists in preparation for and executing emergency events, including shelter planning and management as authorized by the Emergency Director. Has a working knowledge of the volunteer database and protocols for call outs, shelters, and emergency response activities. Coordinates volunteers.

Reaches out to and establishes collegial working relationships with DEP and DPH bureaus and offices as well as other key stakeholders (local, state and national) for Carlisle's

environmental and public health interests. Health interests include, for example, Title 5, communicable diseases, environmental impacts, emergency response, and emerging health issues.

Participates in continuing education on health and safety regulations, policies, and topics (at local, state and federal levels) in order to ensure HEALTH DEPT. compliance and timely and accurate customer support.

Prepares for Board meetings. Covers Board of Health meeting and take minutes if the Agent is unavailable. Collects, prepares and organizes meeting materials. Ensures proper posting and notices of meetings in accordance with Open Meeting Law.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's degree (with Environmental or Health Sciences preferred); a minimum of three years of related experience; or any equivalent combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential functions of the position.

Knowledge, Ability and Skill:

Knowledge: Knowledge of public health practice and its relationship to the development and operations of public programs and services.

Proficient in grant applications and execution, budgeting, and financial reporting; principles and techniques of effective employee supervision, training, and development

Thorough knowledge of office practices and procedures. Working knowledge of the Health Department operations and functions, land use permitting and municipal corporations helpful.

Ability: Ability to deal with the public in a courteous, tactful and confidential manner. Can understand and follow instructions. Ability to prepare, type, and proofread correspondence and reports as to form, completeness and logic flow. Ability to read septic and building plans. Ability to work independently. Aptitude and attention for details and accuracy.

Ability to participate in continuing education on health and safety regulations, policies, and topics (at local, state and federal levels) in order to insure HEALTH DEPT. compliance and timely and accurate customer support. This may include online courses, participation in seminars and classes, and attending training sessions outside of normal business hours.

Skill: Excellent written communication skills to prepare correspondence on behalf of the Board.

Skill in scheduling and supervising contractors, delegating tasks and authority, and coaching to improve performance.

Skill in understanding, interpreting and applying relevant statutes, ordinances, codes and regulations.

Skills in assessing and prioritizing multiple tasks, projects and demands.

Skill in analyzing and interpreting fiscal and accounting records, and financial statements.

Skill in following and effectively communicating verbal and written instructions. Excellent good computer skills, including word processing, data management, website administration.

Skill in establishing and maintaining effective working relations with coworkers.

Physical Requirements:

The physical demands described here 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.

Assistant must have both physical and emotional capacity to deal with occupational situations including exposure to biological hazards (e.g. investigating failed septic systems exhibiting outbreaks, noxious odors from sewage), communicable disease contagion (emergency dispensing site operation or flu clinic), and collecting samples of water and/or potential food borne illness specimens. The Assistant must be able to use Personal Protective Equipment (e.g. protective clothing, hard hats, hearing protection) while responding to physical and psychological hazards during a biological or naturally occurring emergency event; chemical exposure during a Hazardous Waste collection or spill, and physical hazards such as excessive noise at construction sites, collecting sharps and investigating complaints for hoarding and unsafe housing.

Regularly required to sit, communicate, and hear; handles, feels or operates objects, tools, or controls, and reaches with hands and arms as in picking up papers, files, and other common office objects weighing up to 10 pounds. Must be able to operate a keyboard at an efficient speed. Vision and hearing at or correctable to normal ranges.

(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.)

To Apply: Send resume to- Carlisle Board of Health, 66 Westford St. Carlisle, MA 01741, Carlisle is an EOE.