

Town of Sudbury
Shared Services Coordinator
Full-time, grant-funded: 35 hours/week

The Town of Sudbury is seeking a highly responsible and qualified Shared Services Coordinator to provide grant management services for the Public Health Excellence Grant Program for Shared Services. The Coordinator will be responsible for overseeing the day-to-day operations of the grant, acting as the main point of contact for the Office of Local and Regional Health (OLRH) communications, and serving as a resource for participating municipalities.

In addition to the above responsibilities, the Coordinator will be responsible for managing shared services staff, including delegating tasks, providing guidance, and implementing policies and procedures to ensure effective management of shared staff. The Shared Services Coordinator will also develop a system to track the progress of shared staff and ensuring they have the necessary support to do their job, especially in having the credentials and training recommended by the Special Commission. Work is performed under the general direction of the Health Director.

The successful candidate will have a minimum of a bachelor's degree or equivalent in a related field such as public health, public administration, or business administration and a minimum of four years of professional work experience in public health. Knowledge of public health laws and familiarity with the field is preferred.

Candidates must meet minimum requirements contained in job description posted at <http://sudbury.ma.us/departments/HR>

Starting salary range for this full-time position is \$77,598 to \$94,016,DOQ, (top step in range to \$102,062). The position requires some work beyond normal business hours to address emergency situations or attend evening meetings. Email letter of interest and resume to zengv@sudbury.ma.us Resumes ***accepted until June 30, 2023.***

AA/EOE

See complete job description below.

Shared Services Coordinator Position

Background Information:

Public Health Excellence for Shared Services Grant Program

In April 2021, the Massachusetts Department of Public Health awarded grants to 28 groups of municipalities to advance the recommendations of the Special Commission on Local and Regional Public Health for more cross-jurisdictional sharing of public health services. This grant opportunity will provide funding to develop sustainable shared services business models, expansion of shared services to include more municipalities and/or a broader scope of shared services, or creation of new shared services arrangements.

Purpose:

The Shared Services Coordinator will provide grant management services to ensure the implementation of the scope of services and required deliverables under the Public Health Excellence Grant Program for Shared Services. The coordinator will oversee the day-to-day responsibilities for the grant, be the main contact for the Office of Local and Regional Health (OLRH) communications, and will be a resource for their participating municipalities.

Supervision:

Supervision Scope: Performs varied and responsible duties while following department protocol, requires initiative to carry out assignments independently, analyze situations and conditions, and determine appropriate course of action from department guidelines and policies.

Supervision Received: Work is performed under the general direction of the Health Director. Work is performed independently requesting assistance with unusual situations which do not have clear precedents.

Supervision Given: All FT and PT shared services staff.

Job Environment:

A majority of work is performed under typical municipal office conditions; noise level is moderate.

Regularly operates computers and peripherals, telephone, copier, facsimile machine and other standard office equipment.

Makes frequent contacts with town employees, town officials, state/local agencies, and the general public. Contacts are in person, in writing, and by telephone and usually involve the provision of information of a technical or factual nature to the public or interested parties.

Performs varied and responsible departmental functions requiring independent judgment to ensure compliance with applicable laws, rules, regulations or compliance to departmental policies, procedures and methods.

Has access to limited department related confidential information.

Employee may be required to work beyond normal business hours to address emergency situations or to attend evening meetings.

Errors could result in significant confusion and delay, loss of department services, possible adverse public relations and have financial repercussions

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.)

- Oversee the day-to-day responsibilities of the PHE grant program
- Serve as the primary liaison between the Office of Local and Regional Health (OLRH), participating municipalities, and other stakeholders, ensuring timely communication and coordination of activities, and representing the grant program at public meetings and conferences
- Facilitate communications between MDPH and participating municipalities and between participating municipalities
- Serve as a resource for participating municipalities
- Manage the shared services staff, including recruiting, training, mentoring, and supervising employees, and overseeing their day-to-day work activities.
- Develop and implement policies and procedures to ensure effective management of shared services staff
- Develop and execute a comprehensive strategy for the expansion of shared services, including identifying new opportunities for cross-jurisdictional sharing of public health services, collaborating with other grant recipients and stakeholders, and building consensus among participating municipalities.
- Develop and implement performance metrics and monitoring tools to track progress towards grant deliverables and evaluate the effectiveness of shared services, including analyzing data, preparing reports, and making recommendations for improvement.
- Develop a system to track the progress of shared staff and ensuring they have the necessary support to do their job, especially in having the credentials and training recommended by the Special Commission
- Collaborate with grant partners to identify, develop, and implement best practices for shared services, and serve as a subject matter expert on cross-jurisdictional public health service delivery
- Develop and maintain strong relationships with municipal officials, community leaders, and other stakeholders to promote the grant program, build consensus, and identify new opportunities for collaboration
- Provide ongoing monitoring of project activities including but not limited to supporting the governance structure and being on track to meet grant other deliverables
- Support overall project development, implementation, monitoring and evaluation
- Participate in the project design and implementation phase and ensure health equity is integrated into the design and implementation
- Provide consultation to the health directors, LBOH chairs or agents on the administrative and financial structure of all facets of this project
- Provide consultation including administration, procurement issues, budget management and staffing issues

- Research, present, and submit grants to support expansion of shared services integrated throughout
- Ensure that project approval documents and agreements are prepared following MDPH policies and procedures
- Manage the grant reporting process, including preparing grant proposals, ensuring compliance with grant requirements, and submitting regular reports to OLRH and other stakeholders
- Collaborate with grant partners to develop and implement a comprehensive marketing and outreach plan to promote the benefits of shared services to the public, including developing and delivering presentations, creating promotional materials, and engaging with community groups and organizations
- Develop and implement a comprehensive training and professional development program for shared services staff and participating municipalities, including identifying training needs, developing training materials, and delivering training sessions
- Communicate with Boards of Health's agents and representatives to ensure smooth implementation of the funded projects
- Convene regular check-in meetings with municipal public health department leads, public health staff, and, where appropriate, elected or appointed Boards of Health to ensure that shared public health services are meeting their needs and expectations
- Develop, engage, and maintain strong relationships with key community stakeholders, healthcare, human service-based, and community-based organizations
- Ensure timely submission of a full, detailed workplan, quarterly reports, strategic plan, and annual report for the shared services area in a format, content, and method provided by OLRH and with input of all partners
- Develop and manage the grant budget, including preparing financial reports, forecasting expenditures, and reviewing payroll submitted by grant staff
- Updates website with relevant and current information
- Performs other related duties as assigned

Minimum Qualifications:

Education, Training and Experience:

Education:

- Bachelor's degree or equivalent in a related field such as public health, public administration, or business administration.

Training:

- Varied computer experience or training is required.
- Knowledge of public health laws and familiarity with the field.

Experience:

- A minimum of four years of professional work experience in public health, healthcare, or government at the state, county, or local level is required, although part-time work, internships, and volunteer experience may be used to fulfill a portion of the professional work experience requirement. Five-plus years of full-time work experience in a local or state public health agency is strongly preferred.
- Experience in grant management, program management, or project management is preferred.

- Experience in managing shared services staff, delegating tasks, providing guidance and support, and implementing policies and procedures to ensure effective management of shared services staff is desirable.
- Experience in tracking the progress of staff and ensuring they have the necessary credentials and training is also desirable.
- Experience in developing and implementing policies and procedures to ensure effective management of shared services staff is preferred.
- Experience in providing ongoing monitoring of project activities and supporting overall project development, implementation, monitoring, and evaluation is desirable.
- Experience in facilitating communications between government agencies and participating municipalities is preferred.
- Experience in submitting and managing grants is desirable.
- Experience in seeking prior approval from government agencies before expending any funds not authorized under the grant is desirable.

Abilities and Skills:

- Strong ability to meet deadlines efficiently
- Effective and tactful interpersonal communication skills with a diverse range of individuals
- Excellent verbal and written communication skills
- Strong ability to prioritize, multitask and handle frequent interruptions
- Proficient in assessing urgency of health-related issues and responding appropriately
- Adherence to high ethical standards and consistent compliance with public disclosure rules
- Highly organized with a proven ability to develop efficient, uniform, and easy-to-maintain office systems
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook) and comfortable with database management and financial accounting systems.

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.

The employee is required to: interact and communicate frequently and effectively with the public, government officials, other staff members and boards, and/or third parties transacting business with the Town; operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. The employee must occasionally lift and/or move up to 10 pounds.

(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.)

