



The Town of North Andover is accepting applications for the position of:

**SHARED SERVICES COORDINATOR
Health Department**

**Supporting the communities of North Andover, Andover, Reading, North
Reading, Lynnfield, and the City of Haverhill**

Full-Time with Excellent Benefits

***Maximum starting salary \$80,000 commensurate with experience**

**Candidates are *required* to submit a completed Town of North Andover
Employment Application along with a resume and cover letter to
jobs@northandoverma.gov in order to be considered for this
position. The Employment Application is available
on the Town's website [here](#). Applications will
be reviewed on a rolling basis.**

GENERAL PURPOSE

This position will support the Towns of North Andover, Andover, Reading, North Reading, Lynnfield, and the City of Haverhill. The Health Departments are engaged in an innovative initiative to strengthen core local public health services, to advance the recommendations of the 2019 Special Commission on Local and Regional Public Health and promote healthier communities across the region. The Shared Services Coordinator will work on a regional basis to ensure coordination, support and delivery of shared nursing, inspectional and epidemiological resources for the participating health departments and lead efforts to secure resources for ongoing work of the shared service initiative.

ESSENTIAL DUTIES AND RESPONSIBILITIES

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Works on a regional basis to ensure coordination, support and delivery of shared nursing, inspectional and epidemiological resources for the participating health

departments and lead efforts to secure resources for ongoing work of the shared service initiative.

- Supports the management and ongoing staffing of the shared nursing, inspectional and epidemiological staff serving North Andover Shared Public Health Services group to ensure work meets priorities.
- Manages the shared service framework, in cooperation with municipal public health department leads, in order to set priorities for the shared staff and provide a system that allocates staff hours across the shared service area. This should include a means for requesting the assistance of shared staff support by health departments. The framework may be updated regularly over time to align with changing priorities.
- Develops a system to track hours and activities conducted by shared staff, summarize and share data with the participating municipalities and draft quarterly reports on the work undertaken by the shared staff for presentation.
- Convenes regular check-in meetings with municipal public health department leads and public health staff, such as public health nurses and inspectors.
- Supports management of the shared service grant budget, including preparing an annual or bi-annual budget, regular monitoring of expenses, and satisfaction of relevant grant reporting requirements.
- Develops, engages, and maintains strong relationships with key community stakeholders, healthcare, human service-based and community-based organizations.
- Supports grant applications and fundraising activities that can provide resources to sustain the shared service positions and to increase opportunities for the group to address upstream health factors.
- Works with public health staff within the municipalities to design and implement program initiatives and special projects to improve health outcomes, including, but not limited to: trainings, communication, education, community outreach strategies, research projects, advocacy efforts, and grant writing.
- Prepares required grant reports.
- Uses independent judgment and discretion to make decisions affecting the department and staff as it relates to unit operations/services and Town of North Andover policy.
- Conducts routine environmental health inspections, as needed, including food service, housing, swimming pool, recreational camp for children, and septic systems.
- Performs related duties as assigned.

QUALIFICATIONS

Required Education, Training, and Experience:

Bachelor's degree in public health, health administration, social work, or related field plus a minimum of three (3) years of relevant experience; Master's degree plus at least 2 years of professional experience in public health is strongly preferred; or any equivalent combination of education, training, and experience that provides the following knowledge, abilities, and skills:

Knowledge of:

- Program management and administration, preferably in a public health or a related field, and experience working with a wide range of stakeholders, such as municipal and public health officials.
- Cultural competency with expertise working with diverse, multilingual individuals and communities.
- Public health landscape in Massachusetts.
- Grant writing and reporting.
- Best practices in Public Health in promoting health equity.

Ability to:

- Understand and interpret quantitative and qualitative data and prepare reports.
- Understand and interpret local, state, and federal laws, rules, and regulations.
- Interface with residents, municipal staff, and other internal and external stakeholders in a professional and courteous manner.
- Adapt to changing priorities and meet deadlines.
- Maintain organized and accurate records.
- Appropriately safeguard confidential information.
- Exercise good judgment.
- Bi-lingual is a plus.

Skill in:

- Use of a computer and computer software including Microsoft Word, Outlook, PowerPoint, and Excel. GIS software a plus.
- Communicating effectively with others both orally and in writing.
- Organizing, prioritizing, and multitasking.
- Understanding and interpreting quantitative and qualitative data.
- Resolving moderately complex problems in a timely and accurate manner.

NECESSARY SPECIAL REQUIREMENTS & CREDENTIALS

- Must possess and maintain a valid motor vehicle operator's license and have reliable transportation to travel across multiple communities.
- Foundations for Local Public Health Practice course required within 1 year of hire.
- Food Safety Manager Certification required within 1 year of hire.
- ICS-100 and IS-700 Certification required within thirty (30) days of hire.
- Commitment to the role of public health in promoting health equity.

PHYSICAL REQUIREMENTS

The physical elements listed 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 qualified individuals with disabilities to perform the essential functions:

While performing the duties of this job, the employee is required to sit, talk, hear, walk, use hands to finger, handle, or feel. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust

focus. Ability to operate standard office equipment (e.g., computer, photocopier, fax machine, telephone). The employee must occasionally lift and/or move up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those that the employee encounters while performing the essential duties of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

Most work is performed in a typical office setting, other work is performed in off-site locations such as meeting spaces, schools, clinicians' offices, hospitals, businesses, and homes of patients and clients and other varying conditions with the possibility of exposure to contagious diseases, blood borne pathogens, and high-risk patients. The volume and nature of work are subject to unplanned events, such as disease outbreaks and other public health emergencies. The employee has regular contact with the general public, Board of Health, Town departments and state agencies to provide and obtain information pertaining to health issues and provide services.

SUPERVISION

Supervision Received: Director of Public Health, Town of North Andover

Supervision Given: None.

SELECTION GUIDELINES

Selections shall be made on the basis of qualifications, ability, and dependability. Formal application, rating of education and experience, oral interview, reference check, and job-related tests may be required.

The duties listed above 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.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job posting 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.

APPLICATION PROCESS

All applicants are required to submit a completed Town of North Andover employment application along with a resume and cover letter to: jobs@northandoverma.gov, or by mail or hand delivery to Human Resources Department, Town of North Andover, 120 Main Street, North Andover, MA 01845. Resumes may be attached to the employment application but may not serve as a substitute for completing the required employment application. The Employment Application may be obtained on the Town's website [here](#), or by visiting the Human Resources Department, or by calling (978) 688-9526.

Applications will be reviewed on a rolling basis.

Successful candidate will be required to undergo CORI screening

Individuals who need accommodations in order to participate in this hiring process should contact the Human Resources Department at (978) 688-9526.

Questions regarding this hiring process should be addressed to:

Human Resources Department
Town of North Andover
120 Main Street
North Andover, MA 01845
(978) 688-9526
