



## NEPHA Shared Services Coordinator

**Title:** Shared Services Coordinator

**Location:** NorthEast Public Health Alliance - Billerica, Chelmsford, Tewksbury, and Tyngsborough

**Reports To:** Health Director, Tyngsborough

**Caveat:** This position is grant-funded and is subject to appropriation under the Massachusetts Public Health Excellence Grant for Shared Services, Department of Public Health

**Hours:** 35 per week

**Salary:** \$65,000-\$85,000; commensurate with experience

### **Background Information:**

#### *Public Health Excellence for Shared Services Grant Program*

In 2020, the Massachusetts Department of Public Health initiated a grant program to increase cross-jurisdictional sharing of public health services to strengthen the service delivery capacities of local public health departments. This grant provides funding to develop the sustainability of shared services business models, strengthen the local public health workforce, and expand public health service delivery across the Commonwealth.

### **Position Purpose:**

The Town of Tyngsborough, in collaboration with the NorthEast Public Health Alliance (NEPHA), seeks a Shared Services Coordinator to support the towns of Billerica, Chelmsford, Tewksbury and Tyngsborough. The Coordinator will be responsible for overseeing the day-to-day operations under the Public Health Excellence 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. They will host monthly meetings to update regional directors on activities designed to strengthen essential local public health services and promote healthier communities throughout the region.

The Coordinator will be based in the Town of Tyngsborough's Board of Health and will have a reporting line to the NEPHA Shared Services' Advisory Board. This board consists of the Public Health Directors from each participating municipality. The Coordinator's primary focus will be on coordinating, supporting, and delivering shared services while also leading efforts to secure resources for the ongoing success of this shared initiative.

**Scope and Judgment:** The Shared Service Coordinator guides the effort to provide public health services and support the communities of Billerica, Chelmsford, Tewksbury, and Tyngsborough. Performs varied and responsible functions requiring a specialized and working knowledge of community and local public health operations. Exercise of judgment and initiative, willingness to help develop and define new procedures. This position will also plan and support implementation of regional-level initiatives and programs.

**Supervision Received:** Works under the general administrative direction of the Health Directors of NEPHA in accordance with applicable provisions of the Massachusetts General Laws, Board of Health regulations, and town bylaws, state, and federal regulations.

### **Job Environment**

- This position will be remote, with some activities completed in person across NEPHA communities as core responsibilities dictate.
- This position requires comfort working across different public health and human services stakeholders to ensure effective coordination and project management.
- Operates telephones, computers, and all other standard office equipment.
- Constant contact with community organizations, town residents, town department employees, vendors, and state and federal agencies. Contacts are made by phone, in person, by email, or by written correspondence.

### **Physical Requirements**

While performing the duties of this job, the employee is required to communicate, talk and hear. Frequently the employee is expected to attend in-person meetings, transit between NEPHA communities on a project-dependent basis, and interact with members of the public. The employee must be able to handle, or feel objects, tools, or controls. Occasionally, work may require lifting and carrying objects. Vision and hearing at or correctable to normal ranges is required to read documents and analyze data. This position requires the ability to operate a keyboard at efficient speed.

### **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 to ensure timely communication and coordination of activities, and represent the grant program at public meetings and conferences.
- Support and coordinate regional staff, including but not limited to public health nurses and health inspectors serving NEPHA, and health department employees, in consistent achievement of the Performance Standards for local public health.
- 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.
- Collaborate with public health leaders to manage the shared service structure efficiently.
- Implement a framework to request and allocate staff hours based on evolving priorities.
- Attend state meetings and mandated PHE grantee trainings as required.
- Plan and lead regional monthly meetings to track progress on annual deliverables, share project updates, and facilitate discussion of all key issues relevant to continued management of the PHE grant.
- Facilitate and support community data collection efforts, and leverage results to inform programmatic proposals to strengthen regional public health service delivery.
- Address disparities in healthcare information access among individuals with diverse language backgrounds by implementing focused outreach efforts.

- Ensure timely submission of annual work plan and quarterly reports in accordance with OLRH requirements and with input of all partners.
- Develop and manage the grant budget, including preparing financial reports, forecasting expenditures, and reviewing payroll for grant staff.
- Seek additional grant opportunities on behalf of the coalition. Prepare and submit grant proposals with collaboration from municipal and regional partners.
- Provides support for public health programming across the coalition as needed.
- Supports coalition and individual municipal advertising and social media efforts as requested.
- Provide excellent customer service with cultural sensitivity, and discretion.
- Contribute to creating a collaborative work culture that appreciates diverse perspectives and approaches matters with flexibility and cultural relevance.
- Update the website to reflect health guidelines and current events.
- Perform other assigned duties.

### **Qualifications**

- Bachelor's degree in sciences, public/environmental health, or related field required.
- Master's degree in public health or related field preferred, or equivalent experience.
- Three years' experience in public health or an equivalent combination of education and experience.
- Minimum 2 years supervisory experience preferred.
- Proven track record of successful team and project management.
- Experience in, or knowledge of, local public health or government administration preferred.
- Grant writing experience is preferred.
- Proficiency in Microsoft Windows applications.
- Valid MA Driver's License.
- Strong verbal and written communication skills.
- Ability to maintain confidentiality.
- Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach.
- Adaptability and appreciation for diverse viewpoints.

We are made up of people with different strengths, experiences and backgrounds. Diversity not only includes race and gender identity, but also age, disability status, veteran status, sexual orientation, religion and many other parts of one's identity. These varied points of view are key to our success, and inclusion is everyone's responsibility.

Qualified individuals should send a completed resume and cover letter to [careers@bmestrategies.com](mailto:careers@bmestrategies.com). Please include 'NEPHA Shared Services Coordinator' in the subject line.