

Town of Stoneham



Health Agent Job Description

Statement of Duties: The Health Agent is responsible for all public health affairs in the Town of Stoneham including all inspectional activities and directing emergency planning, information review, Public Health complaint response, and the interpretation and enforcement of all applicable federal, state, and local public health and environmental laws, regulations, and codes. The employee is required to perform all similar or related duties.

Supervision Required: Under the administrative direction of the Town Administrator and the policy direction of the Board of Health, work is performed in accordance with local, state and federal laws and regulations as well as municipal policies, goals, and objectives; individual establishes short and long-range plans and objectives, own performance standards and assumes direct accountability for department results. Consults with supervisor where clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and implementation of departmental policies, goals, objectives, and operating budgets. The employee is also expected to attempt to resolve conflicts which arise and coordinate with others such as other Town departments, or State and/or Federal agencies as necessary.

Supervisory Responsibility: The employee is accountable for the direction and success of programs accomplished through others. The manager is responsible for analyzing program objectives, determining the various work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the program objective; and recommending new goals. The manager typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; determines organizational structure operating guidelines and work operations; formulates, prepares and defends budget and manpower requests and accounts for effective use of funds and staff provided; coordinates program efforts within the unit and with other departments; delegates authority to subordinate supervisors and holds them responsible for the performance of their unit's work; reviews work in terms of accomplishment of program objectives and progress reports, approves standards establishing quality and quantity of work; and assists or oversees the personnel function, including or effectively recommending hiring, training, and disciplining of employees.

Employee is responsible for the supervision of three (3) part-time employees. Employees being supervised work the same work schedule and the number of employees supervised does not vary substantially during the course of the year. Work operations may be subject to substantial changes in work procedures, activities and volume. The procedures required to react to these changes can be planned for in advance.

Board of Health
Health Agent

7/14/2020

Town of Stoneham



Health Agent Job Description

Confidentiality: In accordance with the State Public Records Law, the employee has regular access on a department-wide basis to confidential information such as communicable disease records, law suits, official personnel files, criminal records/investigations, and client records.

Accountability: Consequences of errors, missed deadlines or poor judgment could result in adverse public relations, danger to public safety, personal injury, monetary loss, and missed deadlines.

Judgment: Work is performed based on administrative or organizational policies, general principles, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

Complexity: The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative or professional field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements; planning short and long range projects; devising new techniques for application to the work, recommending policies, standards or criteria.

Work Environment: Working conditions involve occasional exposure to intermittent machine or related noise or a combination of dangerous hazards that could result in personal injury from falls, or communicable diseases, biohazards, radiation, odors, chemical fumes, lead, mold, dust, smoke, heat, cold, oil, dirt or grease when conducting field inspections of food establishments or at a hazardous waste transfer station. Employee may occasionally be required to work at heights or in confined or cramped quarters, or work around machinery and its moving parts.

Nature and Purpose of Public Contact: Relationships are constantly with co-workers, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance; OR one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public the Health

Board of Health
Health Agent

7/14/2020

Town of Stoneham



Health Agent Job Description

Department on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Occupational Risk: Personal injury could occur when employee is exposed to toxins or fumes, loud noises, communicable diseases, or traffic when conducting field inspections and through the employee's failure to follow required safety precautions such as wearing protective clothing, safety boots, gloves, and hard hats etc.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

Oversees and participates in the enforcement of State, Federal, and local public health laws and regulations; investigates and reports cases of diseases dangerous to the public health; prepares and files court documents in order to bring enforcement cases to conclusion.

Conducts public health inspections of all eating and drinking establishments including but not limited to restaurants, retail food stores, motels, schools, public pools, body art establishments, day camps, body art or tanning parlors etc.

Advises the Board of Health and other town departments including drafting proposed Board of Health regulations.

Enforces the State Title V regulations relating to sewerage disposal.

Coordinates public health programs in the community and acts as a public health educator.

Responds to and investigates complaints, and potential public health infractions such as food borne illnesses; prepares reports of investigations and prepares materials for possible court action.

Conducts housing inspections to ensure compliance with State Sanitary Code, housing space and use by-law.

Represents the Board of Health at court hearings, interdepartmental town, regional, state and other forums/meetings.

Board of Health
Health Agent

7/14/2020

Town of Stoneham



Health Agent Job Description

Prepares and administers the department's operating budget as well as department grants.

Required to attend training seminars and workshops in order to maintain current knowledge of public health service practices and regulations as well as to maintain required certifications/licenses.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree or a master craftsman level of trade knowledge; a minimum of five to seven (5-7) years of related work experience with at least three (3) to five (5) years in a progressively responsible supervisory capacity; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Valid Class D Driver's License. State Licensed Registered Sanitarian or equivalent. State approved Servsafe Certification, Pool Operator license, Title V certification (optional) and ICS/NIMS Certification (Emergency Management) and Lead Determinator's License. As a condition of employment, the employee must be CORI certified and successfully complete a pre-employment physical examination.

Knowledge, Abilities and Skill

Knowledge: Thorough knowledge of local and state laws and regulations relating to environmental and public health including housing issues, food borne illnesses, and courtroom duties. Working knowledge of department operations and organizational structure; thorough knowledge of technology such as office software applications including word processing and spread sheet programs as well as the Internet and web sites in support of department operations.

Ability: Ability to work cooperatively with town staff, developers, contractors, state and federal agency representatives, and disgruntled members of the public; ability to handle problems and emergencies effectively; ability to supervise others and to communicate effectively both orally and in writing; ability to operate a personal computer; ability to maintain confidential information; ability to maintain, manage, and organize records. Ability to manage multiple tasks in a detailed and organized manner. Ability to enforce local ordinances and state or federal laws and regulations in a consistent, timely and impartial manner.

Board of Health
Health Agent

7/14/2020

Town of Stoneham



**Health Agent
Job Description**

Skill: Effective organizational skills; proficient data processing skill in the use of personal computers and office software including word processing, data base and spreadsheet applications; proficient oral and written communication skills.

Physical and Mental 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 position’s essential functions.

Physical Demands: Little or no physical demands are required to carry out the essential functions of the position. Work requires some agility and physical strength such as moving in and about construction work sites or over rough terrain. Employee may be required to, lift, push or pull objects such as department equipment.

Motor Skills: Duties are largely mental rather than physical, but the job may require motor skills with finger dexterity to perform tasks such as moving objects, operating a telephone system, computer and/or most other office equipment, keyboarding, filing of papers.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens, blue prints, and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is regularly required to determine color differences.

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.

Town Administrator

Date

SCEA President

Date

Board of Health
Health Agent

7/14/2020