

**Town of Dover, Massachusetts
Draft Job Description**

Position Title:	Health Agent	Grade Level:	
Department	Health	Date:	
Reports to:	Town Administrator	FLSA Status	

Statement of Duties: The Health Agent serves as the Chief Officer of the Board of Health responsible for the planning, managing and promotion of public health and environmental protection programs including the enforcement of all public health regulations, state and federal laws pertaining to public and environmental health and acting as a liaison between local, state and federal officials relative to public health issues and department sponsored programs. The employee is required to perform all similar or related duties.

Supervision Required: The Health Agent works under the administrative direction of the Town Administrator and the policy direction of the Board of Health in accordance with local municipal Bylaws, as well as local, state and federal regulations. The employee establishes short and long-range goals and objectives and assumes direct accountability for department results. The employee is responsible for the development and administration of annual department operating budgets and is expected to attempt to resolve conflicts which arise and coordinate with others as necessary.

Supervisory Responsibility: The Health Agent as a regular part of the job is not required to supervise other department employees.

Confidentiality: In accordance with the State Public Records law, the employee has regular access to confidential information on a department-wide basis including law suits, criminal records/investigations department and client records.

Accountability: Consequences of errors or poor judgment may include adverse public relations, monetary loss, legal repercussions, labor/material costs, personal injury, jeopardize programs, and/or danger to public health or safety.

Judgment: Work is performed in accordance with local, state, or federal legislation, or directives that pertain to the provision of public health services. 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's authority in interpreting the guidelines, in determining how they should be applied, and in developing department operating policies.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical public health field. Assignments typically involve evaluation interpretation, and application of regulations or laws, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish work in accordance with established rules and/or regulations.

Health Department
Health Agent
10/6/2021

Town of Dover, Massachusetts
Draft Job Description

Work Environment: Working conditions involve frequent exposure to intermittent machine or related noise or a combination of unpleasant elements such as bio hazards, loud noises, odors, chemical fumes, dust, smoke, extreme hot or cold temperatures, dirt, or test holes that could cause personal injury when conducting field inspections. Work may also involve completing several unrelated tasks within a relatively short period of time. The employee may be required to work beyond normal business hours in order to attend meetings or to respond to natural or man-made emergencies on a 24/7, 365 days per year basis.

Nature and Purpose of Relationships: Relationships are constantly with co-workers, the public, groups and/or individuals such as civic leaders, peers from other organizations, attorneys, engineers, developers, representatives of professional organizations, and the news media. The employee serves as a spokesperson or recognized authority of the health department in matters of substance or considerable importance. The employee on behalf of the Board of Health is required to communicate departmental practices, procedures, regulations or guidelines and to discuss controversial matters when enforcing rules and/or regulations where tact is required in an effort to obtain cooperation.

Occupational Risk: Duties generally do not present occupational risk to the employee when carried out in an office setting. Personal injury could occur when conducting field inspections. Examples of injury may include bruises from falls, cuts or muscular strains from lifting or carrying department equipment or materials, and exposure to communicable diseases.

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.

Responsible for oversight of the Health Department operations and programs, trains staff, reviews work of consultants, monitors and evaluate staff performance.

Prepares Board of Health meeting agendas, informational packets, attends meetings and is responsible for compliance with the State Open Meeting Law, follow-up correspondence and enforcement of Board of Health decisions.

Responsible for conducting inspections and site evaluations; as-built, application and relevant document reviews including preparation of detailed inspection reports.

Responsible for the enforcement of Federal, State and local regulations pertaining to public health and safety, and environmental protection including but not limited to Title V (State sewage disposal regulations), State and Federal Food Code, Housing Code, Minimum Standards for Bathing Beaches, Camps, Tobacco Control Regulations, Private Well Regulations, testing of water quality at Town beaches, Body Art Regulations, and Tanning Facility Regulations etc.

Represents the Town/Board of Health on State, County and Local Boards and Committees.

Health Department
Health Agent
10/6/2021

Town of Dover, Massachusetts
Draft Job Description

Inspects restaurants, food handling and processing establishments, bars, residences and other areas required by law; conducts food borne illness investigations and reviews pre-operational food plan submissions to ensure compliance with local, state and federal regulations; trains food establishment operators on compliance with local, state, and federal food handling regulations and laws.

Performs on-call duty in conjunction with emergency response, communicable disease, public health hazards, rabies response and other health-related issues.

Prepares reports and conducts complaint investigations and prepares enforcement orders, correction letters, certificates of compliance, and support documents for possible action by the Town's Board of Health or the courts.

Develops, implements and exercises emergency response plans in accordance with the Town's Emergency Management Plan.

Investigates reports of infectious/communicable disease, food borne illness and enforces Isolation and Quarantine in conjunction with the Town's Public Health Nurse.

Drafts and revises local public health regulations and operating practices and routinely communicates with all town departments as well as state and federal regulatory agencies as necessary.

Conducts on-site review of wastewater disposal and treatment systems, including soil testing; conducts soil testing, review of design plans, inspection of installations, and construction of new system upgrades, repairs ejector pumps.

Issues certificates of compliance; reviews Title V inspection forms for subsurface sewage disposal systems, site plans, and subdivisions.

Reviews building permit applications for compliance with Board of Health requirements.

Investigates complaints regarding wastewater overflows, illegal dumping, hazardous waste, and summer camp complaints; investigates septic complaints; responds to questions pertaining to septic systems, water quality, nuisances and other public health related issues; investigates nuisance complaints.

Reviews swimming pool applications and approves permits for swimming pools, subsurface sewage disposal systems, and new construction upgrades which do not require a variance or Board of Health hearing.

Conducts pre-construction meetings for pools, subsurface sewage disposal systems, and new construction upgrades; conduct demolition inspections.

Health Department
Health Agent
10/6/2021

**Town of Dover, Massachusetts
Draft Job Description**

Provides general consultation to the Board of Health; provides general guidance to parties needing services within the jurisdiction of the Board of Health; attends meetings of the Board.

Enforces state and local public health codes; oversees the daily operations of the department; performs field inspections to ensure compliance with applicable laws, rules, and regulations.

Attends work-related training programs and seminars as required in order to maintain certifications and licenses as required by the Town and/or the State as well as to stay abreast of changes in the provision of public health services, techniques and laws.

Recommended Minimum Qualifications:

Education and Experience: Must have a Bachelor's Degree or master craftsman level of trade knowledge in Environmental Science, Public Health or a related field; a minimum of five to seven (5-7) years prior work experience; or an equivalent combination of education and experience.

Special Requirements: The employee must have a valid Class D Motor Vehicle Operator's license. Must be certified as a Registered Sanitarian, Professional Civil Engineer, and/or Certified Health Officer, Soil/Site Evaluator, Food Protection Manager, Lead Paint Determinator, Pool Operator, Title V Septic Agent, Certified Food Protection Manager. As a condition of employment, the employee must be CORI certified.

Knowledge, Abilities and Skill

Knowledge: Extensive knowledge of the principles and practices of public health principles and practices, and applicable federal, state and local codes, laws, regulations, and by-laws pertaining to public health and safety and environmental protection. Knowledge of community health issues and the resources needed to address these issues, communicable disease control and investigation. Knowledge of the principals and practices of subsurface disposal system design and installation. Working knowledge of the principals and practices of municipal budgeting. Working knowledge of office software (i.e., word processing, database management, and spread sheet applications) and the Internet in support of department operations. Working knowledge of the Public Open Meeting Law. Knowledge of subsurface disposal system design and installation and alternative systems; knowledge of state health regulations, public health codes, the town building code and zoning regulations; knowledge of Title V; familiarity with conservation and planning issues.

Abilities: Supervise staff, prepare and administer budgets, policies and procedures. Ability to interpret and enforce regulations or laws in an impartial, apolitical manner and to deal with disgruntled members of the public in a tactful manner; ability to conduct thorough inspections, read and interpret building construction plans or blueprints; ability to prioritize work, and to perform multiple tasks in a detailed, organized, and timely manner.

Skills: Proficient written and oral communication skills, attention to detail, and personal computer hardware and office software skills is required. Proficient customer service skills.

Health Department
Health Agent
10/6/2021

**Town of Dover, Massachusetts
Draft Job Description**

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 Skills: Work requires agility and physical strength, such as moving in or about construction sites or over rough terrain, or standing or walking most of the work period. Occasionally, the employee is required to lift, push, or pull objects or department equipment and carry them. There also may be a need for the employee to be able to stretch and reach in order to retrieve materials or equipment.

Motor Skills: Duties involve assignments requiring the application of hand and eye coordination with finger dexterity and motor coordination in order to stretch, reach, or retrieve department materials, to operate a motor vehicle, or a personal computer.

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

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.