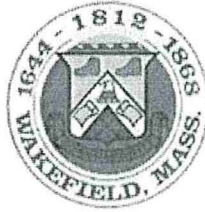


BOARD OF HEALTH
William J. Lee Memorial Town Hall
1 Lafayette Street, Wakefield, MA 01880
TELEPHONE: (781) 246-6375 | FAX: (781) 224-5018
boardofhealth@wakefield.ma.us



BOARD MEMBERS
Alison Mehlman
Laurel Gourville
Elaine Silva

HEALTH DIRECTOR
Ruth L. Clay MPH

MEMORANDUM

TO: Steve Maio, Town Administrator
CC: Amy Forziati, Human Resources Manager
FROM: Ruth Clay
RE: Health Dept. Principal Office Assistant position
DATE: October 11, 2019

I would like to request that the Principal Office Assistant position for the Health Department be upgraded to a C9 Office Administrator.

As you are aware, the Health Department has continued to grow in the responsibility, quantity and variety of the work performed. With most of the staff not in the office on a full time basis, it falls on the Principal Office Assistant to make independent decisions concerning a range of issues including enforcement, social services, and referrals. This responsibility is consistent with an Office Administrator position rather than a Principal Office Assistant position.

Comparable positions in Town Hall is the Office Administrator of the Building/Zoning Department as well as the Treasurer's Department. The Health and Building positions work with staff whom are shared with another community. All positions perform the Essential Functions listed in the C9 Principal Office Assistant job description. All positions continually and consistently make a number of independent decisions as staff are not in the office and available to the position full-time.

The work includes a variety of modalities including:

Legal: This position makes an initial determination as to whether a person's complaint is one that is addressed by a law or regulation enforced by this department and is the intake person. She performs research to determine current owners of property. In addition, she is responsible for placing Legal Notices in the newspapers when appropriate.

Social services: A number of people who call and/or come into this office have mental health issues and/or are in need of social services. She is responsible for dealing with them regardless of their mental status as well as make initial recommendations for referrals.

Accounting: This position is responsible for the finances of not only the municipal budget but also state and federal grants. The grants have varying requirements and fiscal years and she is responsible for monitoring the varying fiscal responsibilities.

Customer Service: The position provides extensive customer service via telephone, in person, and through e-mail. Some customer service situations are complicated and/or difficult and required a great deal of finesse.

Administrative: The position processes over 600 permit renewals each year, at different times of year. She is responsible for determining whether applications are complete, and if not, communicating with the business until it is complete. The position is also staff to the Board of Health and responsible for taking minutes and following up on their issues. She maintains an extensive filing system, both paper and electronic and responds to all Freedom of Information requests. She also updates the department's website on a regular basis. This position also coordinates the logistics of events such as the Festival by the Lake and Fourth of July. Essential functions shared with the C9 Office Administrator include the following:

- Provide extensive customer service in person and on telephone (and e-mail)
- Assist public and permit holders with permit applications and information
- Assist attorney, architects and engineers as needed (for plan reviews)
- Process and track permits and fees, balance receipts and deposit funds
- Receive document complaints
- Prepare Board of Health packets, prepare agenda, prepare minutes
- Publish legal notices, notify abutters and answer related questions
- Compile information for Annual Report
- Process accounts payable
- Perform special projects as requested
- Maintain extensive files (both paper and electronic)
- Process yearly inspection applications and schedule inspections
- Coordinate with other departments for various inspections and licenses as needed
- Assist with budget information for the annual budget
- Maintain department information on website
- Process payroll
- Perform a variety of related duties

In summary, in the years that I have worked in the Wakefield Health Department the responsibilities of this position have evolved and increased. It is not consistent with other positions in Town Hall who are classified as an Office Administrator. I respectfully request that this position be reclassified.

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BOARD MEMBERS
Laurel Gourville
Elaine Silva
Candace Linahan

HEALTH DIRECTOR
Ruth L. Clay MPH

MEMORANDUM

TO: Cindy Luongo
FROM: Ruth Clay
RE: Request for a Job Analysis for Permanent Reclassification of Principal Office Assistant – Health Department
DATE: January 7, 2020

Thank you for your letter of January 3, 2020. Per Section 17.4 of the union contract, I have completed a job analysis of the position by reviewing the current job description, reviewing current duties that are not in the job description, and reviewing other job descriptions. I believe that there is a substantive change in duties for this position and therefore, it warrants a change to Office Administrator position.

Over time, the Health Department has continued to expand in the responsibility and variety of the work performed. With most of the staff not in the office on a full time basis, it falls on the Principal Office Assistant to make independent decisions concerning a range of issues including enforcement, social services, and referrals. This responsibility is consistent with an Office Administrator position rather than a Principal Office Assistant position.

Comparable positions in Town Hall are the Office Administrators of the Building/Zoning Department as well as the Treasurer's Department. The Health and Building positions both work with staff whom are shared with another community. All positions perform the Essential Functions listed in the C9 Principal Office Assistant job description. All positions continually and consistently make a number of independent decisions as staff are not in the office and immediately available to the support staff.

The work includes a variety of modalities including:

Legal: This position makes an initial determination as to whether a person's complaint is one that is addressed by a law or regulation enforced by this department. She performs research to determine current owners of property. In addition, she is responsible for placing Legal Notices in the newspapers when appropriate.

Social services: This department now deals with residents who call and/or come into this office with mental health issues and/or are in need of social services. She is responsible for dealing with them regardless of their mental status as well as make initial recommendations for referrals.

Accounting: This position is responsible for the finances of not only the municipal budget but also state and federal grants. The grants have varying requirements and fiscal years and she is responsible for monitoring the varying fiscal responsibilities.

Customer Service: The position provides extensive customer service via telephone, in person, and through e-mail. Some customer service situations are complicated and/or difficult and required a great deal of finesse.

Administrative: The position processes over 800 permit renewals each year, at different times of year. She is responsible for determining whether applications are complete, and if not, communicating with the business until it is complete. The position is also staff to the Board of Health and responsible for taking minutes and following up on their issues. She maintains an extensive filing system, both paper and electronic and responds to all Freedom of Information requests. She also updates the department's website on a regular basis. This position also coordinates the logistics of events such as the Festival by the Lake and Fourth of July. She attends multi-department planning meetings on behalf of the Health Director when the latter is not available. Essential functions shared with the C9 Office Administrator include the following:

- Provide extensive customer service in person and on telephone (and e-mail)
- Assist public and permit holders with permit applications and information
- Assist attorney, architects and engineers as needed (for plan reviews)
- Process and track permits and fees, balance receipts and deposit funds
- Receive document complaints
- Prepare Board of Health packets, prepare agenda, prepare minutes
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- Process accounts payable
- Perform special projects as requested
- Maintain extensive files (both paper and electronic)
- Process yearly inspection applications and schedule inspections
- Coordinate with other departments for various inspections and licenses as needed
- Assist with budget information for the annual budget
- Maintain department information on website
- Process payroll
- Perform a variety of related duties

Therefore, in summary I recommend the Permanent Reclassification of Principal Office Assistant – Health to Principal Office Assistant – Health.

ADDITIONAL WORKLOAD SINCE 2019

1. PREP MOD AND COLOR ADMINISTRATOR FOR COVID CLINICS CURRENTLY COLOR IS THE ONLY SITE USED AND THE ADMIN USES THIS TO REGISTER PATIENTS FOR CLINICS AND CREATE CLINICS. THE ADMIN WILL CREATE CLINIC ROSTERS

2. SUMMER OF 2019 OPENGOV STARTED THE ONLINE PERMITTING SYSTEM THAT IS NOW USED WITH HEALTH, BUILDING AND INSPECTIONAL SERVICES DEPARTMENT. THE HEALTH DEPARTMENT PERMITS 800 + PERMITS ANNUALLY. ALL PERMITS SHIFTED TO ALIGN WITH TA PERMITS. 12.31. THIS PERMITTING SYSTEM HAS ADDED TO THE WORKLOAD. ON THE WORKFLOW WITH ALL THE DEPARTMENTS IN THE APPROVAL STEPS. THIS DOUBLES THE PERMITS OVER 2000

3. PREPARING ALL BOH MEETINGS VIA ZOOM WITH TA OFFICE. MEETINGS ARE ALSO IN PERSON.

4. 2021 THE HHS DEPARTMENT HAS THREE ADDITIONAL EMPLOYEES WHO ARE IN THE WAKEFIELD OFFICE, A FULL TIME INSPECTOR, WAKEFIELD ONLY, A PT NURSE AND FT SOCIAL SERVICE COORDINATOR.

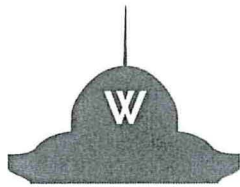
5. HHS STAFF MEETS 2X MONTH. THE ADMIN WILL SEND EMAIL REMINDERS, OF UPCOMING MEETINGS, TIMECARDS REMINDERS, EVENTS, MILEAGE, ECT.

6. SHARPS BOX IS NOW AT 5 COMMON. MANAGE THE DROP BOX IN FOYER, MANAGE THE PICKUPS SCHEDULE WITH STERICYLE

7. WORK WITH COMMUNICATIONS DIRECTOR FOR ALL HHS POSTINGS

8. WAKEFIELD, STONEHAM AND MELROSE HHS DEPARTMENT WORKED TO ALIGN FEES AND SCHEDULES ON 2023. FEES AND SCHEDULE WAS UPDATED IN MARCH 2023. THE SHIFT IN PERMITS AND FEES HAVE INCREASED SINCE 2011.

9. REGULATIONS UPDATED SINCE 2021, TOBACCO SALES, NFG, BODYWORK, BODY ART, DUMPSTERS AND ANIMAL REGULATIONS. PASSING REGULATIONS INVOLVES HOLDING SERVREAL PUBLIC MEETINGS, LEGAL NOTICES.



TOWN OF WAKEFIELD

BOARD OF HEALTH

Laurel Skinder Gourville, Chair
Candace Linehan
Elaine M. Silva

Preparing for Wakefield Board of Health monthly meetings.

The Wakefield BOH meetings are held on the 3rd Wednesday of the month at 630 PM (via Zoom)

1. Discuss the agenda with the Health Director (1 week ahead of the meeting) once meeting date is decided on. Email Sherri Dalton at sdalton@wakefield.ma.us to set up a zoom meeting room
2. Send finalized agenda to post postings@wakefield.ma.us (72 hrs ahead Wakefield requirements)
3. Once the agenda is posted, send the meeting packet (agenda, previous month's meeting minutes, and other meeting materials) to BOH emails and the director.
4. Public Hearings/legal notices need to be posted in the Wakefield Item 7 days before the meeting (send legal notices to wdiads@rcn.com)
5. Send agenda to anyone who is attending the meeting (anyone that is an agenda item)
6. The BOH secretary or the clerk to board will HOST, the clerk will take the meeting minutes (Host key code and instructions are sent to the chair and clerk)
7. In-person meeting materials to bring are the following: agendas, meeting attendance sign-in, material for the BOH, and meeting name plates/gave for BOH. **TBA** In-person meetings will be held at the public safety building 1 Union St in the community room. (HYBRID options)
8. Before the meeting is adjourned you are scheduling the next meeting date with the BOH. Please email Sherri Dalton ASAP at sdalton@wakefield.ma.us to schedule the Zoom meeting she will send the link and invite for the next meeting to the board. The Zoom rooms are limited please do this following the end of the meeting. Once the Zoom meeting link is sent add the link to the the next meeting agenda.
9. Email the approved minutes to Sdalton@wakefield.ma.us to post on the BOH website.
10. BOH meeting videos are on the town of Wakefield website; Board of Health page <https://www.wakefield.ma.us/board-of-health>
11. Meeting minutes are taken during the meeting. review the recording minutes. <https://www.wakefield.ma.us/board-of-health>

