



Director of Community Services

The Community

Natick, MA, is a thriving community of 36,272 residents and a daytime population of 41,633. It enjoys a tradition of professional and highly responsive government service, strong citizen engagement, and respect for its proud history. The Town of Natick seeks a confident, decisive, and visionary leader to serve as the next Director of Community Services.

Natick is bordered by the communities of Framingham, Weston, Wayland, Wellesley, Dover, and Sherborn. It is located approximately 16 miles west of Boston. The Town has an AAA bond rating, strong economy, and good financial policies and practices. Natick is led by a five-member Select Board, has a



representative town meeting form of government, and an FY25 preliminary budget of approximately \$195 million. There are 15,568 households in Natick and of those, 55% are family households, 58% include married couples, 29% are singles, and 19% are seniors living alone, according to American Community Survey 5-year estimates. Natick residents care deeply about their community, including the education of the Town's children, and the health and wellbeing of its residents.

Position Brief

The position of Director of Community Services is responsible for managing and directing five departmental divisions in the Town of Natick: Council on Aging and Human Services, Natick Community Organic Farm, Recreation and Parks, Sassamon Trace Golf Course, and Veterans Services. Community Services provides a holistic approach to multigenerational programming that meets residents' social, supportive, educational, and recreational needs and interests. The Director must be a visionary and strategic thinker as well as an experienced leader and manager of people who will inspire staff members to work in a highly collaboratively manner with other Town departments and community organizations, to provide residents with the best services possible, and to reach out to further engage with the community. The next Director will work with Town Administration to develop a clear vision for Community Services and to build a cohesive team that works together to achieve shared goals. This is a rare opportunity for a Community Services professional to oversee such unique municipal divisions as a golf course, organic farm, and town beach.

Annual Salary: \$125,000+/-, depending on qualifications. The Town of Natick is an EEO/AA employer.

Community Services Department

The Community Services Department responds to the needs, interest, and quality of life issues for all who call Natick home. The Department includes Council on Aging & Human Services, Recreation & Parks, Veterans Services, Natick Community Organic Farm, and Sassamon Trace Golf Course. Working collaboratively across the divisions, the Community Services team delivers service via programs, advocacy and support, stewardship of fixed and natural resources, and through community engagement and outreach. The new Director will be expected to bring the division directors and staff together to create a collaborative Community Services team where staff members work together on innovative programs and strive to deliver exemplary services to residents. The department also oversees four organic community gardens for residents to grow food during the spring and summer. Natick is currently conducting an in-depth Human Services study in collaboration with UMass Boston which began in September 2023. Initial steps included conducting a deep dive into Natick's existing programming, community demographics, harvesting best practices from other communities and stakeholders, followed by focus groups and a community survey. Draft findings are expected to be available in mid- to late-summer with a final report anticipated for delivery in September 2024.



Council on Aging & Human Services

Council on Aging & Human Services designs and delivers services and programs to improve the quality of life for those aging in Natick via education, support and advocacy as well as providing a safety net for all Natick residents, including providing confidential case management services, assistance with accessing various services, benefit programs, advocacy, and making referrals. The COA delivers services and programs on its own and in partnership with community organizations and other town departments. The division is housed in the Natick Community-Senior Center which welcomes residents and nonresidents of all ages to participate in its programs, which may be in-person, virtual, or hybrid.

Recreation & Parks

Recreation and Parks is responsible for the planning, organizing, and implementation of recreational programs to serve residents of all ages and abilities. The division serves as stewards of Natick's community fields and parks and oversees the rentals of community buildings and fields. It works collaboratively with town departments, non-profit organizations, and businesses. Natick has numerous parks, fields and trails, a beach at Dug Pond, and a public ice-skating facility. It runs a wide variety of programs for children, teens, and adults, such as summer camps, a teen center, play groups, archery, babysitting and CPR instruction, dance, fitness, soccer, beach volleyball, theater, men's and women's basketball, pickleball, swim lessons, and yoga. The division relies on 20-50 part-time (school year), 150-175 part-time seasonal staff and hundreds of volunteers.

Veterans Services

Veterans Services is responsible for the needs of the veterans of Natick and their dependents. It assists in filing for the Veterans Benefits Program, which is state-run, and filing for federal benefits, such as Veterans Affairs service-connected or non-service-connected disabilities or compensation. It provides access to various resources, such as education, housing, and counseling, and is responsible for ceremonies on Memorial Day and Veterans Day. The division served 782 veterans and family members of veterans in 2023.

Sassamon Trace Golf Course

Sassamon Trace Golf Course is a municipal-owned nine-hole executive length golf course with a single-floor club house. The course, which had been subsidized by the municipal budget prior to 2023, is now fully funded via an enterprise fund. It hosts approximately 42,000 rounds of golf each year and has four full-time and 20-24 part-time staff members. The staff oversee all aspects of the golf operation. The course offers league play, private and group instruction, and hosts events.

Natick Community Organic Farm

The Natick Community Organic Farm, founded in 1974, is an award-winning nonprofit, certified-organic farm providing productive open space, farm products, and hands-on education for all ages. The farm is open from sunup to sundown every day of the year with no admission fee for visits. Visitors can purchase organic food, visit the animals, take a class, and even assist with farm chores. The farm comprises 30 acres and has 20,000 visitors a year. It produces eggs, meat, maple syrup, and produce. The farm continues to strengthen and grow its community partnerships and afterschool programs. There are three municipal employees (Executive Director and two Assistant Directors) with the rest of the staff employed by the nonprofit. The farm has an entrepreneurial spirit with a social good function.



Finances

Community Services receives revenue via state grants, the town's general fund, and program user fees. It has a proposed FY25 overall budget of nearly \$2.25 million. The Council on Aging has a proposed FY25 budget of \$683,856, which is a 13% increase over FY24; the Community Organic Farm has a proposed FY25 budget of nearly \$222,000, a 6.4% increase over FY24; Recreation and Parks has a proposed FY25 budget of nearly \$654,000, representing a 6.6% increase; and Veterans Services has a proposed FY25 budget of \$144,730, a 0.8% increase over the previous year.

The Town of Natick continues to invest in its Community Services, with a focus on collaborative efforts, maintaining and improving its parks and recreation facilities, providing essential services, and supporting residents' health and well-being.

Staffing

The Community Services Director is supported by an Executive Assistant, along with a Veterans Services Director (with an Executive Assistant); a Golf Course Manager (with a Golf Superintendent, Golf Assistant Superintendent, and Golf Professional); an Executive Director of the Natick Community Organic Farm who also reports to the Natick Community Organic Farm Board (and has two Assistant Directors and various seasonal employees and volunteers); a Deputy CS Director of Recreation & Parks (with three Assistant Directors, Building Monitors, a Community Gardens Coordinator, Teen Center Coordinator, Adaptive Program Coordinator, and various part-time and seasonal staff); and a Deputy CS Director for Council on Aging & Human Services (with two Assistant Directors, Program Manager of Volunteer Services, Case Manager, Outreach Coordinator, Facilitators, Transportation Coordinator, Program Assistant, Program Instructors, Administrative support staff, and volunteers).





The Ideal Candidate

- Seven (7) years management experience in municipal government or non-profit sector, with at least five (5) years at a supervisory level or any equivalent combination of education, training, and experience.
- Advanced degree (preferred) ideally a Master's degree in Public Administration, Business, Recreation Management or Social Services.
- Excellence in organizational management with the ability to coach staff, manage, and develop high-performance teams, set and achieve strategic objectives, and manage a budget.
- Ability to establish and maintain effective working relationships with Town employees, board/committee members, officials, community organizations, and the public.
- Proven ability to vision, plan and execute on long and short range projects.
- Working knowledge of Federal, State and local laws and regulations.
- Strong computer skills in MS Office applications and Google Suites.
- Strong desire to identify and implement best practices.
- Exceptional interpersonal and communication skills.
- Confident and decisive.

Important Links

- [Town of Natick](#)
- [Community Services](#)
- [Town of Natick FY25 Preliminary Budget](#)
- [Natick 2022 Annual Report](#)
- [Council on Aging](#)
- [Human Services](#)
- [Recreation & Parks](#)
- [Natick Community Organic Farm](#)
- [Sassamon Trace Golf Course](#)
- [Veterans Services](#)
- [Community Gardens](#)



How To Apply

The position is open until filled. The Town is looking for a mid September start date. Application materials must be submitted by April 26, 2024, 3:00 p.m. EST, for a guaranteed review. Cover letter and résumé must be sent via email, in a single PDF, to:

Apply@communityparadigm.com

Subject: Natick Director of Community Services

Questions regarding the position should be directed to:

Bernard Lynch, Principal
Community Paradigm Associates
Blynch@communityparadigm.com
978-621-6733

The Town of Natick, Mass., is an EEO/AA employer.