



OPIOID TASK FORCE CONNECT OPERATIONS COORDINATOR

Job Description

The Opioid Task Force (Opioid Task Force), based in Franklin County and the North Quabbin Region of Western Massachusetts, is a 400-member cross-sector community collaboration made up of healthcare providers, court staff, elected officials, law enforcement, people in recovery, school staff, treatment providers, public health professionals and more. Formed in September 2013, the Opioid Task Force has been at the forefront of addressing the opioid crisis locally by facilitating collaborative efforts directed at prevention, intervention, treatment, and recovery. Our mission is to ensure that public and private partners within the Franklin County and the North Quabbin Region work together to help reduce prescription opioid and heroin addiction, prevent overdose deaths, help more people get treatment to recover from opioid addiction, and improve the quality of life in our community.

To ensure the Opioid Task Force can be successful in its aim to prevent overdose deaths, it has secured federal and state funding to implement a post-opioid overdose community outreach and follow-up program in an effort to reduce the number of opioid-related fatalities, which has claimed the lives of 222 individuals in the Franklin County and North Quabbin Region between 2013 and 2021.

Due to the extensive nature of the Opioid Task Force's work and its intention to be responsive to the needs of the community to address this urgent public health crisis, below are the responsibilities of the CONNECT Operations Coordinator, which may vary.

Responsibilities by Category

CONNECT Project Meetings

- Help staff, and coordinate meetings, and take minutes for CONNECT Project committee and workgroup meetings.
- Provide report and presentation research for the CONNECT Project.
- Respond to emails, phone calls, and in-person inquiries regarding the CONNECT Project.
- Create presentations, flyers, and other print materials to help share information about the CONNECT Project.
- Help present data from the Critical Incident Management System or CIMS, the data system that tracks fatal and non-fatal opioid overdoses in concert with the CONNECT project management team and/or other stakeholders.

CONNECT Project Conferences, Training, or Event Support

- Work with the Opioid Task Force coordinator and project members to plan and organize logistics for project-related conferences and events. Examples of tasks include:
 - Manage attendee registration process, including set-up.
 - Assist with event exhibitors (e.g. resource tables), including the development of marketing materials, strong customer service leading up to the event with the public, and serving as the primary on-site point-of-contact.
 - Assist with the production of conference materials, including design of event and conference materials, supply ordering, developing and printing materials, folder production, etc.
 - Arrange travel for members, presenters, and staff, as needed.
 - Provide on-site staff support at conferences and meetings, as needed. Available to work evenings/weekends, if required.
 - Provide on-site AV tech support, as needed.
 - Other duties may be assigned, as needed.

CONNECT Project Support

- Assist in managing the day-to-day operations of the project. Examples of tasks include:
 - Retrieve and respond to voice and email as appropriate.
 - Organize and maintain electronic and hard copy files and records.
 - Order supplies, in accordance with budget specifications, to support project needs.
 - Maintain CONNECT's social media platforms.
- Assist with developing and reviewing budgets, and processing financial-related paperwork, including contracts, and invoices, as needed.
- Collect and analyze data from the CONNECT Project's database.
- Other duties may be assigned, as needed.

Other Duties and Responsibilities

- Prepare periodic reports for management, as necessary or requested, to track strategic goal accomplishments and to provide evaluations of work performed.
- Manage special projects and conduct research.
- Participate in management and organizational meetings.
- Develop content and skill expertise by attending meetings and seminars germane to the position and the base of knowledge required for the job.
- Other substantive tasks may be assigned based on demonstrated abilities.

Qualifications

The ideal candidate will have a minimum of a Bachelor's degree in public health, public policy, or a related field, plus at least three years of related experience in a professional setting. A Master of Public Health or a related field is considered a plus.

- Ability to follow oral and written instructions.
- Ability to determine proper format and procedure for assembling items of information.
- Ability to manage multiple tasks and projects simultaneously.
- Has organizational astuteness and is adept at managing processes.
- Skilled in change management and process/practice improvement. Supports innovation.
- Excellent organizational, communication, and interpersonal skills are required.
- Ability to multi-task and keep track of key dates and deliverables.
- Thorough and detail-oriented. Ability to maintain accurate records.
- Possess strong and versatile speaking and writing skills, which includes the ability to read, write and comprehend the English language as well as the ability to use proper grammar, punctuation, and spelling.
- Strong analytical skills, with the ability to synthesize information succinctly.
- Ability to maintain harmonious working relationships with others.
- Ability to understand, explain and apply the laws, rules, regulations, policies, procedures, specifications, standards, and guidelines governing assigned unit activities.
- Knowledge of clerical office practices and procedures including office record keeping, office correspondence control, the types and uses of office equipment and supplies, and business letter preparation.
- Ability to adapt to varying work situations and to understand when issues should be escalated to management.
- Ability to prepare budgets and other reports, analyze and determine the applicability of data, draw conclusions, and make appropriate recommendations.
- Ability to perform mathematical calculations using formulae to solve accounting problems.
- Experience in project management and/or program evaluation is highly desirable.
- Experience and sensitivity in working with diverse populations in a variety of community and organizational settings, including the ability to establish and maintain rapport with persons from different ethnic, cultural, and/or economic backgrounds.
- Has the ability to work independently and as part of project teams.
- Excellent computer skills, including proficiency with Microsoft Word, Excel, PowerPoint, and social media required; experience with WordPress websites, QuickBooks, and Canva is a plus.
- Regular and predictable work attendance.
- Clean driving record.
- Ability and desire to operate a mobile outreach van (no special licenses required) in Massachusetts/
- Comfortable attending in-person events and conducting community outreach.

Salary Range

Annual salary range of \$58,000 - \$62,000. This is a full-time, benefited position at 37.5 hours per week with benefits as outlined by the Commonwealth of Massachusetts. This is a grant-funded position with the possibility of continued employment subject to additional grant funding. The successful candidate is expected to make a minimum two-year commitment to the position.

Start Date

Ideally by **Monday, June 5, 2023**.

Reporting/Supervision

This position is a direct report to the Coordinator of the Opioid Task Force of Franklin County and the North Quabbin Region, who is housed at the Franklin County Sheriff's Department but is also accountable to the Opioid Task Force Executive Council and its Public Safety and Justice Committee. All candidates also have to complete the Franklin County Sheriff's Office Application for Employment and are subject to CORI checks.

Location of Employment

This position is located at the Franklin County Justice Center, 43 Hope Street, Greenfield, MA. The Opioid Task Force's office is located in the Court Service Center on the first floor. This is a shared office space.

Deadline

Please submit a resume, cover letter, and completed job application, to Cathi Emery, Office & Data Manager, Opioid Task Force, by email at cathi@opioidthtaskforce.org, by **Monday, May 15, 2023, by 5 PM**. No paper applications will be accepted.

Equal Opportunity Employment

The Commonwealth of Massachusetts provides equal opportunity in state employment to all persons. No person shall be denied equal access because of race, creed, color, religion, national origin, sex, sexual orientation, gender identity, age, or physical/mental disability.

The information contained within this job description is not intended to be an exhaustive list. It is descriptive and not restrictive in nature, therefore, nothing shall preclude the assignment of additional duties, qualifications, entrance requirements, etc., as determined by the Opioid Task Force in concert with the Franklin County Sheriff's Office.