



TOWN OF MANCHESTER



POSITION AVAILABLE

SOCIAL & COMMUNITY SERVICE MANAGER **Vacancy in Senior, Adult, and Family Services** **37.5 hours/week - \$90,000.00/Annually**

Closing Date: Friday, November 8, 2024

(Applications must be received in the Human Resources Department by 4:30 p.m.)

SUMMARY OF POSITION: Under general direction of the Director of Human Services, supervises the programs and staff of the Senior, Adult and Family Services division (SAFS), which provides a variety of programs for the community including conservator services, energy assistance, information & referral, social work supports, basic needs assistance, housing assistance, transportation and various other needs-based programs and support.

DESIRABLE KNOWLEDGE AND SKILLS: Knowledge of the philosophy, principles, and practices of social work and supervision of social work staff. Knowledge of social work, case management methods and techniques relating to the problems and needs of the elderly, disabled, families, and individuals. Knowledge of available assistance and social service programs and benefits in the community and surrounding areas. Experience using case management software or other similar databases for record keeping. Knowledge of legislation and regulations concerning the elderly, disabled, and families. Ability to effectively supervise and manage staff, and to correct deficiencies when they occur. Ability to communicate effectively, orally and in writing, and to establish and maintain effective working relationships with community agencies, staff, clients, and the general public. Ability to prepare written records and reports.

MINIMUM QUALIFICATIONS: Master’s degree in Social Work or related field with three (3) years of related experience, two (2) of which must be supervisory experience. Suitable experience may be substituted for educational attainment if deemed appropriate by the Town Manager or his designee. Bilingual preferred, not required.

<u>EXAMINATION MAY CONSIST OF:</u>	<u>Parts</u>	<u>Weight</u>	<u>Passing Score</u>
	Oral Examination	100%	80%

Applications and job descriptions are available in the Human Resources Department, 41 Center Street, P.O. Box 191, Manchester, CT 06045-0191 or visit our website at: <https://www.manchesterct.gov/Employment-Opportunities>. Applications must be received in the Human Resources department by 4:30 pm Friday, November 8, 2024, or must be postmarked by Friday, November 8, 2024. **No faxed or e-mailed resumes and/or applications will be accepted.**

The Town of Manchester shall not discriminate based on race, color, creed, age, sex, national origin, physical disability or sexual orientation. The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Department.

The Town of Manchester is an equal opportunity employer and encourages applications from women, men, minorities, veterans, and people with disabilities.

The above posting is intended as a guide for personnel actions and must not be taken as a complete description of the position or the process.

Town of Manchester

Position Guide

Social & Community Service Manager

Full time – 37.5 Hours Per Week

\$90,000.00/Annually

Duties

Under general direction of the Director of Human Services, supervises the programs and staff of the Senior, Adult and Family Services division (SAFS), which provides a variety of programs for the community including conservator services, energy assistance, information & referral, social work supports, basic needs assistance, housing assistance, transportation and various other needs-based programs and support.

- Oversees the annual administration of programs such as Renter's Rebate and Energy Assistance.
- Regularly evaluates SAFS staff, programs, and services and corrects deficiencies when they occur.
- Maintains contact with agencies and organizations regarding client referrals, case conferences, assessment of client needs and planning for services.
- Regularly reviews data in the case management database for the purposes of evaluation staff output, quality of work, demographics, trends, and community needs.
- Oversees the annual preparation of a directory of services as informational brochures on social services topics.
- Acts as the primary contact for the town's relocation efforts.
- Responds to emergencies requiring social work support, sometimes outside of normal working hours.
- Receives referrals from various internal and external sources and assigns cases to the appropriate staff for follow-up.
- Plans and implements staff development and in-service training programs.
- Represents the Human Services Department and town on various local, regional, and statewide advisory committees, advocacy groups and other collaborative efforts.
- Administers the Town's transportation program for the elderly and disabled including coordination with the Town's vendors, budget preparation and the administration of grants related to this program.
- Maintains records of programs and writes reports regularly; writes grants and fund requests when appropriate; reviews and reports on various program statistics.
- Regularly evaluates and provides reports on community needs, program outcomes and impact of service delivery.
- Stays up to date on available assistance programs, community services and other supports for residents in need.
- Recommends new programs, services, partnerships, and programs as needed.
- In coordination with the Director of Human Services, prepares the annual operating budget for Senior, Adult and Family Services.
- Provides a variety of other social and community services duties as assigned or as is deemed necessary and beneficial.

Desirable Knowledge, Skills, And Abilities

- Knowledge of the philosophy, principles and practices of social work and supervision of social work staff.
- Knowledge of social work, case management methods and techniques relating to the problems and needs of the elderly, disabled, families and individuals.
- Ability to develop a plan to meet identified health problems with an individual, family, group or community focus.
- Knowledge of available assistance and social service programs and benefits in the community and surrounding areas.
- Experience using case management software or other similar databases for record keeping.
- Knowledge of legislation and regulations concerning the elderly, disabled and families.
- Ability to effectively supervise and manage staff, and to correct deficiencies when they occur.
- Ability to communicate effectively, orally and in writing, and to establish and maintain effective working relationships with community agencies, staff, clients, and the general public.
- Ability to prepare written records and reports.

Physical And Mental Effort/Environmental and Working Conditions

- Must be mobile, able to push/pull/lift objects of less than 20 pounds, and able to sit for prolonged periods. Able to perform moderately difficult manipulative skills and skills which require hand-eye coordination, such as keyboard skills or using a calculator.
- Must be able to see objects closely, as in typing a report; hear normal sounds with some background noise, distinguish voice patterns and communicate through human speech utilizing the English language, as in answering a telephone and giving a report.
- Must be able to concentrate on fine detail with constant interruption, attend to task for 60 minutes or more, remember multiple tasks given to self and others over long periods, and understand the theories behind several related concepts.
- May be exposed to dust, electro-magnetic radiation as in computer screens.

Minimum Training and Experience

- Master's degree in social work or related field with three (3) years of related experience, two (2) of which must be supervisory experience. Suitable experience may be substituted for educational attainment if deemed appropriate by the Town Manager or his designee.
- Bilingual Preferred.