



The Town of Manchester announces the recruitment process for the position of

## **Director of Human Services**

This Recruitment Profile, prepared by the Town of Manchester, will help familiarize prospective candidates with the Town, the Department and the opportunity to join and work with the Manchester community.



## **Community Background**

The Town of Manchester is a thriving, culturally diverse small city located 10 miles east of Hartford, Connecticut. Inside its 27 square miles almost 59,000 people live in over 24,000 housing units. These people and homes are located in a variety of neighborhoods. They range from the traditional grid street, pedestrian-oriented, mixed-use neighborhoods built between 1860 and 1920, to the street car suburbs of the 1930's to post WWII tract housing developments up until the most recent wave of large lot subdivisions with single-family homes, or large, and luxury rental apartments.

An agricultural community in colonial times, Manchester developed as a series of industrial villages. Residential neighborhoods and small supporting commercial establishments were built around the sites of paper, saw, and textile mills. As the industrial age flourished, Manchester's small mills evolved into much larger complexes, culminating with the Cheney Silk Mills in southern Manchester. This industrial heritage has continued to include modern industrial parks built in the 1960's, 70's and 80's that are currently the site of over 200 diverse manufacturing, processing, machining, and warehouse and distribution establishments.

The town also evolved from a commercial base with small neighborhood establishments to include a central business district, community shopping centers, and now one of the largest regional commercial centers in Connecticut, with over 2.75 million square feet of shopping, entertainment, and services, as well as a robust precision manufacturing section and regional Healthcare facilities.

Throughout its development, Manchester has proven remarkably resilient, and the great majority of the community is intact. Manchester's Main Street business district is listed in the National Register of Historic Places. The town also boasts the largest historic district in the State of

Connecticut, and one of the only five National Historic Landmark Districts in Connecticut. The preservation and stabilization of these historic neighborhoods are among the town's continuing priorities.

Manchester is a highly accessible community, which contributes in large part, to our ability to succeed and adapt to changes in technology, transportation, and social and cultural conditions since our incorporation in 1832. Only 10 miles east of Hartford, the State Capital, the town is a 25-minute drive from Bradley International Airport, 45 minutes from either New Haven or Springfield, Massachusetts, 1-1/2 hours to Boston and two hours to New York City. Two interstate highways, I-84 and I-384 merge at the western boundary to join I-291, which connects to I-91. This accessibility has helped to maintain locational advantage for residential, industrial, and commercial activity.

Manchester boasts an extensive system of neighborhood, community and regional parks and recreational facilities. With one of the largest public school systems in the state it is also home to the largest community college campus. Eastern CT Health Network/Prospect Medical is a full service medical institution whose flagship hospital is in Manchester. 5,400 acres of open space and watershed land, and 685 acres of park and recreation facilities, and a growing system of bikeways and trails, provide a range of amenities accessible to all members of the community.

## **The People**

Because of Manchester's accessibility, the affordability of much of its housing, employment opportunities, the availability of developable land, and the full range of municipal and private sector services Manchester is an attractive and desirable community for people of all incomes, ages and races. The community must deal with demands for increased services as the population increases.

Manchester's government and town departments welcome the challenge of accommodating new development while at the same time preserving

and enhancing the older historic neighborhoods. This requires working together to deliver the best mix of resources and types of services to the different areas and populations that make up the Town of Manchester.

Economic Development, Library, Information Systems and Human Resources.

The overriding mission of the town administration is to provide high quality services and value to enrich the quality of life for residents.

**Director of Human Services**

**Mission Statement**

The mission of the Manchester Human Services Department is to promote a safe, healthy and thriving environment, and to enhance the quality of life for the Manchester community. This is achieved through advocacy, education and protection of the public’s health, planning, communication, coordination and collaboration with community providers, evaluation and direct services for residents of all ages.

Under the direction of the Director of Human Services oversight of the following departments include Health Department, Senior Adult and Family, and Senior Center.

**Health Department**

The Health Department addresses health needs of Manchester residents and ensures that they have access to the preventative services required to remain healthy. It provides a wide range of information and services, such as senior health screening clinics, public health education programs, and environmental health inspections

The office is staffed by the Director of Health, Chief Sanitarian, Community Health Nurse, Clinic Nurse, Environmental Health Inspectors, Senior Administrative Secretary and a Clerical Assistant. Specific services and responsibilities include:

- Education Programs provided by the Community Health Nurse
- Environmental Inspections – Restaurants, Lead, Septic and Pools
- Emergency Preparedness

<b>Manchester Quick Facts</b>	
<b>Total Population</b>	58,270
<b>Square Miles</b>	27.6
<b>Median Age</b>	35.8
<b>Average Household Size</b>	2.4
<b>Median Household Income (2014)</b>	\$63,198
<b>Elementary Schools</b>	6 (K-4)
<b>Middle Schools</b>	2 (7/8 and 5/6)
<b>High School</b>	1
<b>Private or Parochial Schools</b>	6
<b>Racial Composition - White</b>	71%
<b>Non White</b>	28.7%

**Government Organization**

The Town of Manchester adopted a council/manager form of government in 1947. Manchester has earned the reputation of being an efficient and responsive local government throughout the region and the state. A nine member Board of Directors is elected every two years and serves as the legislative body of the municipality. The Mayor serves as the Chairman of the Board and presides over Board meetings.

The Board of Directors appoints the General Manager. The General Manager acts as the chief executive officer of the town and appoints all Department Heads who serve as part of the senior management team. The current General Manager, Scott Shanley, was sworn in by the Board of Directors on January 18, 2006.

The town government consists of 500+ full-time employees. Town departments reporting directly to the General Manager include the Fire Department, Police Department, Leisure, Families and Recreation, Human Services, Finance, Public Works, Water and Sewer Utilities, Planning and

- Provide temporary/special event food license.
- Advisory Board of Health which is established under 15-1 of the Charter of the Town of Manchester is to encourage and promote the good health of residents of Manchester and to advise and support the Manchester Health Department in assessing the health status and needs of the community, developing policy and leadership to improve health and assuring the provision of needed services to residents.

### **Senior Adult and Family**

Senior, Adult & Family Services works to improve the quality of life of Manchester residents and supports their independence by offering information, referral, outreach, advocacy, assessment of needs and individual consultation on human services benefits and programs. Senior Adult and Family is staffed by the Supervisor, two full-time Social Workers, one Conservator, four part-time Social Workers, Administrative Secretary and one part-time Clerical Assistant.

Senior Adult and Family is a centralized municipal service responsible for the following:

- Assess residents needs and identify issues
- Provide resource information and guidance
- Assist with benefit applications and paperwork
- Conduct wellness checks and safety assessments
- Link residents to necessary services
- Advocate with landlords and medical providers
- De-escalate behavioral and emotional crises
- Assist with displaced residents.

### **Senior Center**

The Senior Center promotes socialization, community involvement, independence and

enrichment of the lives of older adults in Manchester. The center offers a comprehensive array of activities and services to meet the needs and interests of Manchester's seniors encouraging healthy lifestyles and support lifelong learning.

The Senior Center is staffed by the Senior Center Director, Recreations Supervisor, Senior Administrative Secretary, Clerical Assistant, and various part-time instructors and program coordinators. Specific services and programs:

- Meal Program to promote healthy eating
- Social/Recreation/Wellness Programs to enhance the quality of life and overall wellbeing of seniors by providing leisure and social activities
- Provide Transportation for senior programs to retail shopping and groceries, to and from the Senior Center, Shopping utilizing two twenty passenger busses, with a third bus anticipated for Fall 2019.
- Work with partners such as the Health Department to provide clinics and educational programs on chronic diseases and health conditions.



The Robert B. Weiss Center is home to the Town's Human Services Department. The large Colonial and Classical Revival building was originally built in 1931-1932 as the primary U.S. Post Office in Manchester.

## TOWN OF MANCHESTER, CONNECTICUT

Director of Human Services

Salary range is \$100,000 – \$125,000

### The Ideal Candidate

The Town of Manchester is seeking a highly experienced Director of Human Services with a demonstrated history of successful experience to perform planning, coordinating and directing the Human Services Department which include activities encompassing diverse programs dealing with public health, family, and elderly services and Senior Citizens programs. Facilitates development of integrated community system of human services to identify needs, implement responses and assure effective delivery of services. Additional qualifications include:

- A strong commitment to promoting the health and well-being of the Town's residents, particularly the most vulnerable.
- Considerable knowledge of the principles and practices of public administration as applied to the management of varied human services programs at the management level.
- Ability to develop and coordinate innovative, data-driven programs and services.
- Significant knowledge of department budgeting.
- Ability to plan and direct the work of professional staff.
- Ability to coordinate with other Town departments, not-for-profit agencies and other community partners to address policy issues relating to the needs of Manchester residents.
- Ability to establish and maintain effective working relationships with, and to secure cooperation from, public officials, associates and the general public.
- Knowledge of securing grant funds from state, federal and private funding sources.

### Minimum Training and Experience:

- Master's Degree in Human Services or Public Administration or related field.
- Five (5) years of progressively responsible experience in a Human Services Program including two (2) years' administrative or supervisory experience, preferably in a diverse Human Services setting.
- Suitable experience may be substituted for educational attainment if deemed appropriate by the General Manager or his designee.

If you are interested in this outstanding career opportunity, applications and job descriptions are available in the Human Resources Department, 41 Center Street, P.O. Box 191, Manchester CT 06045-1091 or view our website and apply online at: <http://hrd1.townofmanchester.org/index.cfm/employment-opportunities/>. Applications and resumes must be received or post-marked by Friday, June 21, 2019. **No faxed or e-mail copies of resumes and/or applications will be accepted.**

For additional information visit our website at <http://www.townofmanchester.org>

*The Town of Manchester shall not discriminate on the basis of race, color, creed, age, sex, national origin, physical disability or sexual orientation. The Town of Manchester is an equal opportunity employer and encourages applications from women, minorities, veterans and the disabled. 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 on the application or testing process, please contact the Employee Services Department.*