

TOWN OF EAST HARTFORD

(860) 291-7207

OFFICE OF
THE TOWN COUNCIL

740 Main Street
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

MICROSOFT TEAMS

PERSONNEL AND PENSIONS SUBCOMMITTEE

September 14, 2023

TO: Harry Amadasun and Tom Rup

FROM: Awet Tsegai, Chair

RE: Tuesday September 14, 2023 5:30 pm CCC 111/Microsoft Teams

This meeting is accessible through "Microsoft Teams" 1 929-235-8441

Conference ID: 777 279 06# **or** [Click here to join the meeting](#)

AGENDA

1. CALL TO ORDER
 2. APPROVAL OF MINUTES
 - A. September 5, 2023
 3. OPPORTUNITY FOR RESIDENTS TO SPEAK
 4. OLD BUSINESS
 5. NEW BUSINESS
 - A. Proposed Revision of Job Description and Title for Counseling Coordinator
 - B. Creation of Job Description for New Position of Program Supervisor, Crisis Intervention Division
 6. ADJOURNMENT
- C: Town Council
Mayor Walsh
Tyron Harris, Human Resources Director

CCC 111/MICROSOFT TEAMS

PERSONNEL AND PENSIONS SUBCOMMITTEE

September 5, 2023

PRESENT Awet Tsegai, Chair (via Teams), Councilors Harry Amadasun Jr. (via Teams) and Tom Rup

ALSO Tyron Harris, Human Resources Director
PRESENT

CALL TO ORDER

Chair Tsegai called the meeting to order at 5:48 pm

APPROVAL OF MINUTES

June 26, 2023 Meeting

MOTION By Tom Rup
seconded by Harry Amadasun

to **approve** the minutes of the June 26, 2023 Personnel & Pensions Subcommittee meeting.

Motion carried 3/0

OPPORTUNITY FOR RESIDENTS TO SPEAK

None

OLD BUSINESS

None

NEW BUSINESS

Director Harris provided an update on two job descriptions that have recently been reviewed by the Human Resources department and shared changes made to more accurately reflect the current requirements of each position.

For the position of Network Systems Administrator, the director stated that the skilled needed to best fill the position have evolved over time as developments in the field and technology has advanced.

Key additions to the description include knowledge and proficiency in managing Windows servers, including various roles and features for various deployments (IE: Domain Controllers, member servers, IIS web servers, etc), maintenance of hardware and various Town owned network devices, the ability to support installed fiber (WAN and LAN) and

internal cabling for data communications, and the ability to resolve complex issues as they may arise to ensure continuity of operations for the Town.

Updated certifications such as MCSE, CCNA or Network Plus are now required.

In lieu of staff changes within the department, the Director stated that the position is currently open for hire.

Proposed Revision of Job Description for Network Systems Administrator

MOTION By Tom Rup
 Seconded by Harry Amadasun

to **recommend** the Town Council accept the proposed revised Job Description for the position of Network Systems Administrator in the Information Technologies department, dated August 1, 2023, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

Proposed Revision of Job Description, Change in Pay Grade and Title for Accounts Clerk III (Tax)

Director Harris shared proposed changes to the job description within the Tax Department currently titled "Accounts Clerk III."

As the position has evolved over time, additional responsibilities have become necessary to provide proper service to residents including more detailed reporting, direct interviews with taxpayers regarding delinquencies, budgeting, and other requirements within the department.

To best fulfill the functions of the position, additional certifications are required including CCMC certification which has necessitated an increase in pay from grade 7 (range \$49,495-\$60,163) to grade 9 (range \$56,403-\$68,558) to remain competitive in the current job market. The Director also noted the proposed change in Job Title to more accurately define the position within the department as one of supportive authority.

MOTION By Harry Amadasun
 Seconded by Tom Rup

to **recommend** the Town Council accept the proposed revised Job Description, Change in Pay Grade and Title for the position previously titled "Accounts Clerk III" to "Senior Account Clerk- Tax" in the Tax - Finance department, dated September 1, 2023, as provided by the Department of Human Resources per the subcommittee's discussion.

Motion carried 3/0

Adjournment

MOTION By Tom Rup

second by Harry Amadasun

to **adjourn** (5:55 pm)

Motion carried 3/0

C: Town Council
Mayor Walsh
Tyron Harris, Human Resources Director
Melissa McCaw, Finance Director



TOWN OF EAST HARTFORD OFFICE OF THE MAYOR

DATE: August 23, 2023
TO: Richard F. Kehoe, Chair
FROM: Mayor Michael P. Walsh
RE: REFERRAL: Personnel and Pensions Subcommittee

Please see the attached request for changes to the job description of Youth Services Program coordinator. These changes more appropriately define the job responsibilities for this position.

Additionally, please find attached a job description for a new position – Program Supervisor in the Crisis Intervention Division.

Please place this item on the Town Council agenda for the September 5, 2023 meeting for referral to the Personnel and Pensions Subcommittee.

C: T. Harris, HR Director
M. McCaw, Finance Director
L. Burnsed, Human Services Director

MICHAEL P. WALSH
MAYOR

TOWN OF EAST HARTFORD

(860) 291-7220

TYRON HARRIS
DIRECTOR
OFFICE OF HUMAN
RESOURCES

740 Main Street
East Hartford, Connecticut 06108

WWW.EASTHARTFORDCT.GOV

August 21st 2023

The Hon. Mayor Mike Walsh
740 Main Street
East Hartford, CT 06108

Re: Youth Services Program Coordinator

Dear Mr. Walsh:

Please see the revised Youth Services Program Coordinator. Most revisions are better at defining the role of a Youth Services Program Coordinator.

Attached is the Youth Services Program Coordinator position description with proposed revisions.

Some of the key additions are

General Duties

- Participates as an EH Juvenile Review Board member to provide recommendations for referred juvenile offenders.
- Acts as an advocate of youth as the situation may warrant.
- Prepares and oversees maintenance of confidential case records and related files.
- Prepares and supervises the maintenance of reports, case files, and records of youths counseled or referred to other agencies.
- Prepares statistical and narrative reports of some complexity for the Director and Program Manager.
- Confers with Program Manager, Director, and/or therapeutic staff concerning caseload.
- Plans work according to administrative schedule, routine with flexibility, and availability for after-hours as needed.
- Establishes priorities and adjusts schedules to meet emergencies.
- Receives oral or written directions from Program Manager and/or Director.
- In conjunction with the Program Manager, will interview, train, supervise, and assign cases to college student interns that will serve as Youth Services counselors.

License or Certificate:

- Current licensure in the State of Connecticut as a licensed clinical social worker (LCSW), psychologist, licensed marital and family therapist (LMFT), or licensed professional counselor (LPC).

Additional Requirements:

- Bilingual/Bicultural, Spanish/English skills helpful, but not required
- Experience assisting traditionally underserved populations with a developed understanding of diversity issues essential.

Therefore, I recommend that this position is referred to Town Council for consideration.

Tyron V. Harris
Human Resources Director

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TOWN OF EAST HARTFORD

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TITLE: Youth Services Program Coordinator~~Counseling Coordinator~~

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GRADE: 10

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DEPARTMENT: Health & Human Services, Youth Services

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GENERAL DESCRIPTIONGeneral Description:

Provides and oversees clinical counseling services. Provides guidance and crisis intervention to youth~~young people~~ and their families. Provides intake counseling for new clients. Works closely with Program Manager, Director, other staff/departments and other community resources, including mental health/addiction providers, police, courts, schools, and community groups, individual coaches/mentors to ~~plan and~~ assess, plan, and implement comprehensive services for youth and their families.

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GENERAL DUTIESGeneral Duties:

- Oversees the access to counseling to East Hartford (EH) youths and their families.
- Perform intake needs assessment to youth referred by schools, EH Police Department (EHPD), courts, or private organizations, considering limitations and desires of the youth and the families.
- Determines appropriate programs for immediate assistance to youth/families, which may include crisis intervention, including immediate shelter and mental health counseling, or referral for Town case management services for or, basics needs (i.e., food assistance, eviction avoidance, linkage and referral to supportive programs).
- Coordinates emergency placements of runaway or abused youths.
- As appropriate, will assign cases to YSB ~~C~~counseling staff and service contractors.
- Will refer to state, municipal, or private departments/agencies for mental, physical, social rehabilitation, etc.
- The person in this position will ~~Required~~ develop close partnerships and collaborations with EH Public Schools (EHPS)PS, EHPD, the juvenile justice system, community groups and others, to develop and implement programs to meet the needs of young people and their families.
- Required out of the office visits to schools and community organizations to confer with school personnel, youth, and partner organizations involved in the counseling and intervention services of clients~~others~~.

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- Participates as a board member of the EH Juvenile Review Board to provide recommendations for referred juvenile offenders.
- Acts as advocate of youth as ~~the~~ situation may warrant.
- Prepares and oversees maintenance of confidential case records and related files.
- Prepares and supervises maintenance of reports, case files and records of youths counseled or referred to other agencies.
- Prepares statistical and narrative reports of some complexity for Director and Program Manager.
- Confers with Program Manager, Director and/or therapeutic staff concerning caseload.
- Plans work according to administrative schedule, regular routine with flexibility and availability for after-hours as needed ~~it~~.
- Establishes priorities and adjusts schedules to meet emergencies.
- Receives oral or written directions from Program Manager and/or Director.
- In conjunction with the Program Manager, will interview, train, supervise and assign cases to college student interns that will serve as Youth Services counselors ~~at the YSB.~~

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- ~~• Receives oral or written directions from Director.~~
- ~~• Plans work according to administrative schedule and regular routine.~~
- ~~• Establishes priorities and adjusts schedules to meet emergencies.~~
- ~~• Confers with Director and therapeutic staff concerning caseload.~~
- ~~• Assigns cases to counseling staff and service contract ors.~~
- ~~• Interview young people referred to unit by school, police, court, or private organizations. Assesses needs of person.~~
- ~~• Determines program to assist person, which may include counseling, shelter, crisis intervention, or referral to state or private agency for mental, physical and social rehabilitation.~~
- ~~• Provides oversees counseling to youths and to their families as needed.~~
- ~~• Works closely with schools, police, courts, and community groups to develop programs to meet the needs of young people.~~
- ~~• Visits schools to confer with youths and school personnel.~~
- ~~• Participates in juvenile review board program which prepares recommendations for referred juvenile offenders.~~
- ~~• Coordinates emergency placements of runaway or abused youths.~~
- ~~• Prepares and supervises maintenance of reports, case files and records of youths counseled or referred to other agencies.~~
- ~~• Prepares statistical and narrative reports of some complexity for Director.~~
- ~~• Reports work accomplished to Director.~~

ADDITIONAL DUTIES:

- ~~• Prepares and oversees maintenance of confidential case records and related files.~~
- ~~• Acts as advocate of youth as situation may warrant.~~
- ~~• Assigns, trains and supervises student interns.~~

~~SUPERVISED BY~~Supervised By:

Receives general supervision from the ~~Director of~~Youth Services Program Manager.

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~~SKILLS & QUALIFICATIONS PROFILE~~Skills & Qualification Profile:

- ~~The skills and knowledge required would generally be acquired with a Master's degree in Social Work~~Master's degree in social work, Counseling, Psychology or some ~~close~~ related field.
- Three years experience in youth counseling ~~or community work~~.
- Thorough knowledge of ~~city~~ municipal, state, and private resources available to youths and families.
- Knowledge of individual and family counseling techniques and practices.
- Knowledge of group work principles and practices.
- Knowledge of State of CT state-criminal justice system -as it pertains to juvenile offenders.
- Ability to interview and establish rapport with youths and their families.
- Ability to address concerns and goals, while maintaining appropriate communication with youth and families.
- Ability to maintain confidential case records and code of ethics.
- Ability to establish and maintain an effective working relationship individually and within a team with representatives of the schools, ~~police~~police, and juvenile court systems.
- ~~Experience supervising college interns.~~
- Excellent interpersonal communication skills that help make connections with individuals with various personalities and cultural backgrounds.

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~~LICENSE OR CERTIFICATE~~License or Certificate:

- Connecticut Motor Vehicle Operator's License.
- Current licensure in the State of Connecticut as a licensed clinical social worker (LCSW), psychologist, licensed marital and family therapist (LMFT), or licensed professional counselor (LPC). ~~in the State of Connecticut, or progressing toward clinical licensure.~~
- Bilingual/Bicultural, Spanish/English skills helpful, but not required.

Additional Requirements:

- Bilingual/Bicultural, Spanish/English skills helpful, but not required.
- An acceptable general background check to include a local and state criminal history and sex offender registry check. Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

- Experience assisting traditionally underserved populations with a developed understanding of issues of diversity essential.

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Physical and mental demands:

The following physical and mental standards are identified as necessary to perform the essential duties and responsibilities. However, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- Mobility: frequent sitting for long periods; occasional kneeling, crouching, pushing, pulling, walking, and standing; occasional reaching above and below desk level.
- Dexterity: frequent fine manipulation sufficient to operate a computer keyboard; frequent grasping to handle individual papers, write and take notes, and feel individual objects.
- Lifting: frequent lifting of papers, files, and material weighing up to 10 pounds; occasional lifting and carrying of equipment and other items up to 25 pounds.
- Visual Requirements: frequent use of vision sufficient to read files, documents, and computer screens and do close-up work.
- Hearing/Talking: frequent hearing and talking, in person and on the telephone.
- Emotional/Psychological Factors: frequent contact with others, including extensive public contact; frequent deadlines and time-limited assignments.

Work environment:

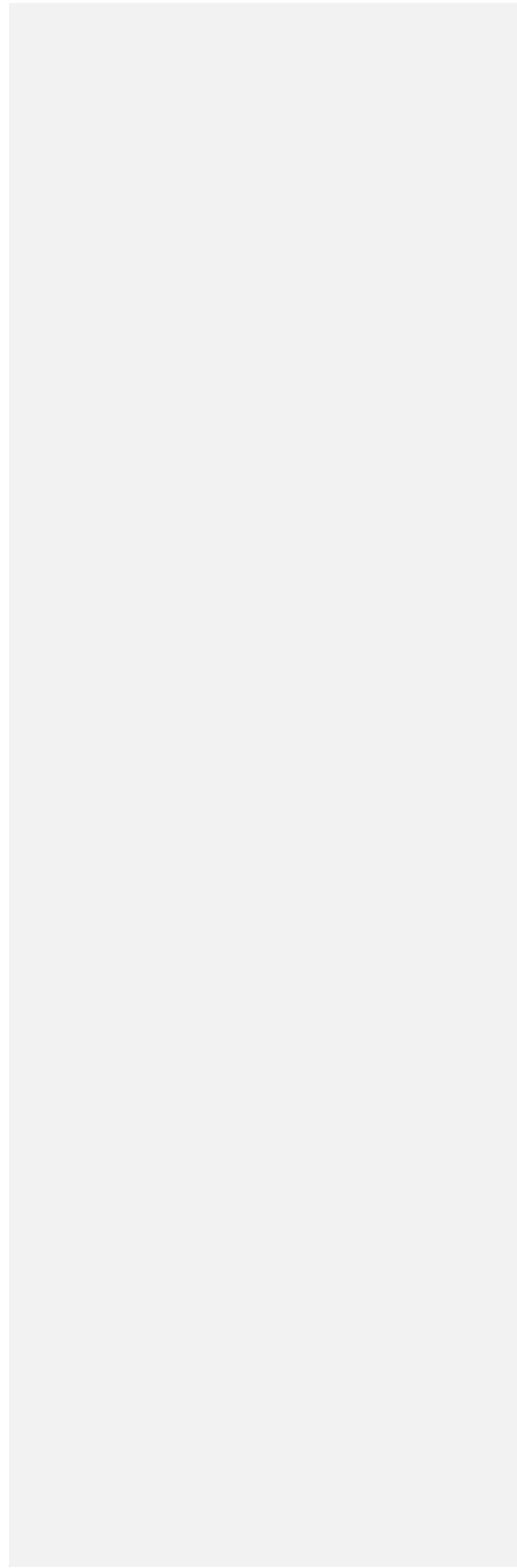
- Work is primarily performed in an office setting, subject to continuous interruptions and background noise.
- While performing the duties of the job, the employee occasionally works in outside weather conditions while conducting home visits or resident outreach.
- Occasional after-hours work may be required for outreach and education events.

General guidelines:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

• **EEO/AA Statement**

- In the Town of East Hartford, we don't just accept difference — we celebrate it, support it, and thrive on it for the benefit of our employees, residents, and community partners. The Town of East Hartford is proud to be an equal-opportunity workplace.



MICHAEL P. WALSH
MAYOR

TOWN OF EAST HARTFORD

(860) 291-7220

TYRON HARRIS
DIRECTOR
OFFICE OF HUMAN
RESOURCES

740 Main Street
East Hartford, Connecticut 06108

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August 21st 2023

The Hon. Mayor Mike Walsh
740 Main Street
East Hartford, CT 06108

Re: New Position -Program Supervisor, Crisis Intervention Division

Dear Mr. Walsh:

Please see the Program Supervisor, Crisis Intervention Division. The East Hartford Department of Health & Human Services strives to promote the well-being, self-sufficiency, and quality of life among East Hartford residents. The supervisor administers programs that evaluate the needs of residents and provide referrals and resources so that individuals can access appropriate behavioral health and support services. The person in this position will work directly with East Hartford Police Department, Fire Department, and other municipal staff to link individuals in crisis to appropriate mental health, clinical, and assistance services.

The supervisor will oversee staff that conduct assessments of residents seeking assistance and provide case management of clients and/or family members in collaboration with other departments, healthcare and behavioral health providers, and community partners. The supervisor will also oversee Juvenile Review Board (JRB) operations and other programs implemented to reduce youth violence, delinquency, and truancy in the East Hartford community.

The program supervisor utilizes a trauma-informed intergenerational approach to client-centered assistance, case management, and crisis intervention services designed to promote positive outcomes and enhanced quality of life conditions for residents. The person in this position performs confidential work involving comprehensive biopsychosocial assessments, goal setting, and case management, focusing on triage, assessment, and connection to appropriate programs and services in town and the community. The program supervisor works under the general direction of the department director.

Therefore, I recommend that this position is referred to Town Council for consideration.

Tyron V. Harris
Human Resources Director

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Town of East Hartford

Title: Program Supervisor, Crisis Intervention Division

Department: Health & Social Services

Reports to: Director, Health & Human Services

Grade: 111 (818 Supervisors Union)

Description:

The East Hartford Department of Health & Human Services strives to promote the well-being, self-sufficiency and quality of life among East Hartford residents. The supervisor administers programs that evaluate the needs of residents, and provide referrals and resources so that individuals can access appropriate behavioral health and support services. The person in this position will work directly with East Hartford Police Department, Fire Department and other municipal staff to link individuals in crisis to appropriate mental health, clinical and assistance services. The supervisor will oversee staff that conduct assessments of residents seeking assistance, and provide case management of clients and/or family members in collaboration with other departments, healthcare and behavioral health providers, and community partners. The supervisor will also oversee Juvenile Review Board (JRB) operations and other programs implemented to reduce youth violence, delinquency and truancy in the East Hartford community.

The program supervisor utilizes a trauma-informed intergenerational approach to client-centered assistance, case management and crisis intervention services designed to promote positive outcomes and enhanced quality of life conditions for residents. The person in this position performs confidential work involving comprehensive biopsychosocial assessments, goal setting, and case management with a focus on triage, assessment and connection to appropriate programs and services in town and in community. The program supervisor works under the general direction of the department director.

Supervision Exercised:

Supervises staff conducting community response assignments, including social workers, part-time contracted workers and student interns.

Essential Job Functions:

- Recruits, trains, supervises and evaluates professional staff, caseworkers, clerical staff, volunteers and interns; plans and implements professional development and in-service training programs. Administers and supervises others administering all crisis intervention services and juvenile justice programs benefiting Town residents.
- Coordinates community response social work programs in collaboration with other community staff, behavioral health, and other organizational partners.
- Conducts comprehensive screenings and assessments; assists with client-led goal setting; provides resources and referrals, and short-term non-clinical counseling, and case management as indicated.

- Conducts evaluations in the office or the community and takes appropriate actions to keep clients and others safe. Conduct assessments and case management via phone, in-person, or virtual platforms to clients referred for social services.
- Provides social services support to other Town departments, such as police and emergency medical services, and works collaboratively with the schools and community providers in various sectors.
- Collaborates with Police and Fire Department staff to provide training and consultation to law enforcement and other municipal department personnel about mental illness, substance use, de-escalation techniques, and related topics.
- Participate and/or facilitate critical incident stress debriefings as needed with law enforcement, families and/or members of the community.
- Maintain documentation in compliance with agency and program standards.
- Coordinate with municipal programs and community programs to assist individuals in remaining safely in the community and in engaging in treatment.
- Develop and maintain recovery-oriented therapeutic relationships with individuals in crisis through ongoing assessment and stabilization efforts.
- Provides input on barriers to quality of life conditions for children, youth, and families and information on evidence-based strategies to improve those conditions.
- Provides direction and oversight to staff operations of the JRB, including screenings, investigations, board membership, case management of JRB recommendations, and documentation.
- Collaborates with other departments and community organizations to identify programs that provide positive youth development, risk prevention and intervention, and leadership development for East Hartford youth.
- Prepares annual budget and oversee expenditures in assigned areas to assure sound fiscal controls and effective use of budgeted funds.
- Researches, develops and prepares funding proposals to private and public sources to develop programs and projects aimed at furthering the goals and objectives of the **Crisis Intervention Division**.
- Represents the Town during community engagement and meetings with partner organizations.
- Participate in staff meetings, supervision, training, and other meetings as assigned.
- Develop policies, procedures, and workflows for program activities.
- Oversee the use of trauma screens and other tools of evaluation and facilitate the use of this data for triage and referral purposes.
- Develop and monitor contracts and implement midcourse corrections when needed.
- Prepare and oversee the preparation of state reports, research analyses reports, curriculum development, and manuals for evidence-based best practices
- Collaborate with Town leadership to develop and implement strategic goals and objectives and direct staff.
- Address barriers to access at the individual and group level through direct communication and problem-solving with providers, Family Advocates, Caseworkers, parents/caregivers, and other involved parties. Communicate concerns in a timely fashion to Police Department and Human Services leadership.

Knowledge, Skills and Abilities:

- Must have a working knowledge of Trauma-Informed work, Adverse Childhood Experiences (ACES), and Motivational Interviewing (MI) with an expertise in Case Management Standards.
- A working knowledge of treatment and prevention of substance misuse, suicide prevention, chronic absenteeism, parenting support, crisis response and juvenile diversion is preferred.
- Knowledge of developmental issues for the full range of adult clients in diagnosing and determining treatment programs that result in positive client progress.
- Knowledge of the juvenile justice system, including juvenile court processes, law enforcement and juvenile review board restorative justice practices.
- Excellent time management skills, flexibility regarding scheduling, and the ability to multi-task in the completion of job responsibilities.
- Effective interpersonal and communication skills with individuals with mental health and co-occurring disorders, as well as with their families/caregivers and natural support systems.
- Motivated and able to work as a team player collaborating with peers and staff on formulating appropriate diagnoses and treatment programs.
- Ability to understand and incorporate recovery based treatment, language, and interventions into documentation and daily operations.
- Awareness/sensitivity to all types of issues related to client and staff diversity.
- Ability to ensure the security and confidentiality of client information and records.
- East Hartford is a diverse community with 70% of the population comprised of persons of color. The person in this position will need to have a good understanding of cultural competency and cultural humility.

Education

- Master's degree in social work from a program accredited by the Council on Social Work Education or related health human services field (Social Work, Human Services, Sociology, Psychology, Family & Child Development, Counseling, Gerontology, or Guidance & Counseling)

Experience:

- At least five years of progressively responsible supervisory experience in human services, social services, or a related field, or demonstrated experience serving as the lead or coordinator of social services or related programs.

Licenses/Certificates/Other Qualifications:

- Licensure as a clinical social worker in the State of Connecticut.
- Must have a valid Connecticut driver's license.

Additional Requirements:

- Bilingual/Bicultural, Spanish/English skills helpful, but not required.

- An acceptable general background check to include a local and state criminal history and sex offender registry check. Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.
- Experience assisting traditionally underserved populations with a developed understanding of issues of diversity essential.
- Experience with project coordination and program implementation.
- Demonstrated skills in providing consultation, training, and quality assurance to make improvements in services.

Physical and Mental Demands:

The following physical and mental standards are identified as necessary to perform the essential duties and responsibilities. However, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- Mobility: frequent sitting for long periods; occasional kneeling, crouching, pushing, pulling, walking, and standing; occasional reaching above and below desk level.
- Dexterity: frequent fine manipulation sufficient to operate a computer keyboard; frequent grasping to handle individual papers, write and take notes, and feel individual objects.
- Lifting: frequent lifting of papers, files, and material weighing up to 10 pounds; occasional lifting and carrying of equipment and other items up to 25 pounds.
- Visual Requirements: frequent use of vision sufficient to read files, documents, and computer screens and do close-up work.
- Hearing/Talking: frequent hearing and talking, in person and on the telephone.
- Emotional/Psychological Factors: frequent contact with others, including extensive public contact; frequent deadlines and time-limited assignments.

Work Environment:

- Work is primarily performed in an office setting, subject to continuous interruptions and background noise.
- While performing the duties of the job, the employee occasionally works in outside weather conditions while conducting home visits or resident outreach.
- Occasional after-hours work may be required for outreach and education events.

General Guidelines:

The duties listed above are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Hours: This is a full-time position with work hours scheduled Monday through Friday, 8:30 a.m. to 4:30 p.m. Occasional after-hours work may be required for crisis response, outreach and education events.

EEO/AA Statement

- In the Town of East Hartford, we don't just accept difference — we celebrate it, support it, and thrive on it for the benefit of our employees, residents, and community partners. The Town of East Hartford is proud to be an equal-opportunity workplace.