



MEMORANDUM

From: Gayle Corrigan, Town Manager
To: East Greenwich Town Council
Date: March 22, 2018
Re: Community Resource Manager Position

Honorable Councilors,

I am writing to you in advance of the Monday, March 26th Town Council Meeting with a revised Community Resource Manager job description for your consideration. This position plays an essential role in the successful implementation of the Community Services and Parks Department consolidation. We have revised this job description to better illustrate the breadth of this role and provide more specific examples of its functions.

Director Bradley has identified Rachael-Lyn Longo as the ideal candidate to fill this position, and is prepared to make a formal offer once the Council approves the position and determines an appropriate salary. Ms. Longo's resume and the Town's standard pay schedule as adopted by the Personnel Board are enclosed for your review.

Thank you for your consideration.

Sincerely,

Gayle A. Corrigan
Town Manager
Town of East Greenwich

TOWN OF EAST GREENWICH JOB DESCRIPTION

Job Title: Community Resource Manager

Exempt: Y

Department/Division: Community Services and Parks

Reports To: Director of Community Services and Parks

Union: N

Supervision Exercised: Exercises supervision over
staff and volunteers

Date Modified: 3/20/18

Summary of Duties and Responsibilities

This position reports to the Director of Community Services and Parks and is responsible for developing a comprehensive plan and implementing the overall programs and services offered to support the Community Services and Parks Department with a focus on human services, community connection and outreach, grant writing and reporting, advancement of the department through traditional and new media, etc., for the Town of East Greenwich.

Essential Duties and Responsibilities

- Identify, analyze and monitor local problem solving capacities, including delivery of wrap-around social services, to all East Greenwich residents.
- Establish and maintain relationships with other agencies and organizations, both professional and advocacy groups, locally and in surrounding communities to meet and respond to community needs. Examples include West Bay Community Action, East Greenwich Housing Authority, Department of Elderly Affairs, Community Services Providers Association, the Senior Advisory Committee, East Greenwich Interfaith Collaborative, Citizens Who Care, East Greenwich Rotary, East Greenwich Lions, etc.
- Serve as a community liaison to bring together police, senior services case worker, substance abuse coordinator to develop a comprehensive plan to provide wrap around services to at-risk members and populations in town.
- Responsible for public relations efforts to encourage or facilitate the uptake of town services-including developing and maintaining a social media campaign for all department programs and services.
- Create and manage website content for Community Services and Parks Department.
- Work in conjunction with the Program Manager, Senior Center Manager, and Substance Abuse Director to support, grow and enhance the services offered in the Department of Community Services and Parks.
- Conduct studies, surveys and collect information on community problems in partnership with the substance abuse director, juvenile officer, case worker, housing authority, municipal court, etc., analyze findings and prepare reports of practical solutions for review by the Director and Town Manager.
- Provide outreach and support to East Greenwich Housing Authority staff and residents including residents of Regal Court, Shoreside Apartments, Dedford Farms, South County Trail, and other housing properties.

- Handle referrals made by Town officials, including police, fire, building, municipal court, or others. Conduct needs evaluations, provide advocacy and coordination for wrap around services and/or resolving complaints.
- Develop, implement, and manage a meaningful town-wide community service program (court-mandated and voluntary) for East Greenwich residents.
- Outline a set of specific goals and strategies to guide the department's efforts and activities to respond to complex needs.
- Create and direct a team to engage with individuals who are homeless or at risk of becoming homeless to coordinate basic health and social services.
- Track progress in preventing and/or reducing homelessness.
- Suggest and craft strategic plans in a fiscally conservative/conscientious manner for improvements to community programs and services.
- Developing and implementing a new marketing plan to increase outside rentals of the Swift Community center.
- Write proposals for social services funding through local, federal and state grants.
- Represent the Community Services & Parks Department through speaking engagements, public forums, and fundraising efforts.
- Establish public-private partnerships and collaborative initiatives for provision of services to all East Greenwich residents.
- Serve as a community liaison with the Substance Abuse Director and School Department staff to coordinate and create opportunities for growth and enrichment of students. Establish a direct pipeline between school staff and the Department of Community Services and Parks for volunteer opportunities, senior project support, program opportunities, community connection opportunities, etc.
- Coordinate with the Retired Senior Volunteer Program to generate and facilitate volunteer opportunities for the senior and disabled participants.
- Educate other Department Managers and Departmental staff with current guidelines and regulations, as well as available resources from state and federal agencies, in an effort to coordinate, identify and make efficient use of the available resources and to train staff and volunteers.
- Supervise and implement any new program set up by the Director or Town Manager.

Education, Knowledge and Experience:

Bachelor of Arts in Human Services, Psychology, Social Work, Public Administration, Parks & Recreation or equivalent and three years or more experience in a related field, position or role. Comprehensive understanding of the needs of the general public with a working knowledge of available state and regional resources.

Abilities:

- Communicate at all levels, in groups and with individuals, to build consensus and cooperation; lead and facilitate informal discussions.
- Desire to work with people, either individually or in groups and to encourage their participation in programs offered by the Town.

- Work with community, regional and state agencies.
- Persuade internal and external stakeholders and remove barriers to action.
- Apply knowledge of the principles, practices and techniques of community organization.
- Multitask and prioritize work.

Attributes and Skills:

- Excellent written and verbal communications skills
- Strong computer and administrative skills
- Customer and client focused
- Enthusiastic and proactive approach to work
- Outstanding listening and interpersonal skills
- Problem solver with strong follow through skills
- Detail oriented
- High integrity and good judgment
- Must be CPR, First Aid and AED Certified or willing to obtain.
- Must be Mental Health First Aid Certified or willing to obtain.
- Must pass a criminal background check.
- Must be available to work during non-traditional business hours as needed.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee is occasionally required to use hands to operate, find, handle or feel objects, tools or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Physical Environment/Working Conditions

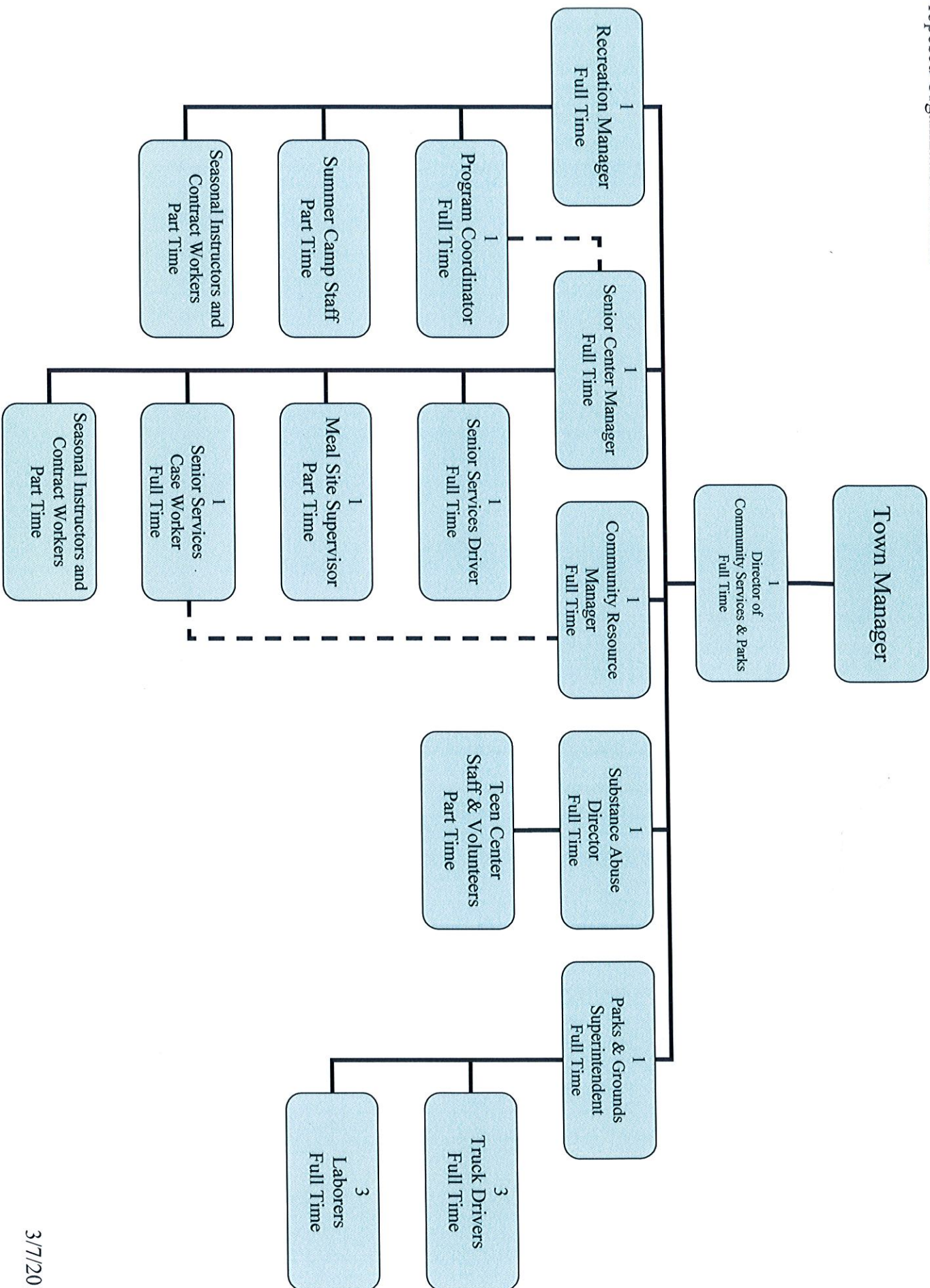
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, and which are normally found in a recreational and office setting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

The noise level in the work environment is usually moderate noise.

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 to 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.

Proposed Organizational Chart



Town of East Greenwich Standard Pay Schedule - Appointive Office and Positions

Position	Minimum	Intermediate	Maximum
Finance Director*	\$ 105,000	\$ 117,500	\$ 130,000
Director of Public Works	\$ 100,000	\$ 110,000	\$ 120,000
Police Chief	\$ 95,000	\$ 105,000	\$ 115,000
Fire Chief	\$ 95,000	\$ 105,000	\$ 115,000
Director of Community Services and Parks	\$ 95,000	\$ 100,000	\$ 105,000
Director of Planning	\$ 85,000	\$ 95,000	\$ 105,000
Director of IT	\$ 80,000	\$ 90,000	\$ 100,000
Deputy Police Chief	\$ 80,000	\$ 88,750	\$ 97,500
Deputy Fire Chief	\$ 80,000	\$ 84,500	\$ 95,000
Town Clerk	\$ 70,000	\$ 80,000	\$ 90,000
Accounting Manager	\$ 70,000	\$ 77,500	\$ 85,000
Chief of Staff	\$ 60,000	\$ 72,500	\$ 85,000
Substance Abuse Prevention Coordinator*	\$ 72,500	\$ 75,000	\$ 77,500
Network Administrator	\$ 65,000	\$ 70,000	\$ 75,000
Senior Center Manager	\$ 45,000	\$ 50,000	\$ 55,000
Recreation Manager	\$ 45,000	\$ 50,000	\$ 55,000
Community Resource Manager	\$ 45,000	\$ 50,000	\$ 55,000

Notes:

* - shared with School Department

(1) Standard pay schedule reflects annual salary amounts.

(2) Standard pay schedule for all positions except senior center manager, recreation manager, community manager, network administrator, and substance abuse prevention coordinator is based on analysis of State of Rhode Island Municipal Salary Survey dated February, 2017.

(3) In accordance with the Charter of the Town of East Greenwich § C-85E and § C-119C The Town Manager presented the standard pay schedule to the Town of East Greenwich Personnel Board on March 12, 2018; approved 3-0

RACHEL-LYN LONGO

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EDUCATION

2017- Present	Providence College <i>School of Continuing Education; Graduate Program</i>	Providence, Rhode Island
2012 – 2014	University of Rhode Island <i>Political Science & Psychology B.A. Honors Program Completion</i>	Kingston, Rhode Island
2011 – 2012	GPA: 4.0- Summa Cum Laude Suffolk University <i>Honors Political Science/Paralegal Studies</i> GPA: 3.925	December 2014 Boston, Massachusetts

ACADEMIC ENDEAVORS

UNIVERSITY OF RHODE ISLAND

- John Hazen White Center for Ethics & Public Policy 2014
- Teaching Assistant- Psychology 2014

SUFFOLK UNIVERSITY

- Paralegal Studies 2011-2012

EMPLOYMENT EXPERIENCE

2015- Present	Justice Assistance Senior Case Manager- Supervisor for District Court	Cranston, Rhode Island
2012-2015	The Law Office of Biagio L. Longo Office Manager & Paralegal: Specialties- Family Law, Probate, Criminal Law	W. Warwick, Rhode Island
2012	Rhode Island Family Court Intern for the Honorable Chief Justice H. Bedrosian Domestic Relations Clerks Office	Providence, Rhode Island

AWARDS & RECOGNITION

- Member of Phi Beta Kappa- Academic Honors Society – (2015)
- Harold Thewlis Award for Outstanding Achievement in Government- University of Rhode Island (2014)
- Inducted Member of Psi Chi- National Psychology Honors Society (2014)
- Inducted Member of Pi Sigma Alpha- National Political Science Honors Society (2014)
- University of Rhode Island Honors Program Completion- December 2014
- Rhode Island Lieutenant Governor's Leadership Award- May 2011

PUBLISHED RESEARCH

- Pearson-Merkowitz, S., & Longo, R. (2015) "Paid Family Leave" *Footnote*.
See: <http://www.collaborativeri.org/research/ensuring-paid-family-leave-pays-off>

SKILLS

- Highly organized, responsible, and consistent
- Seasoned professional with recognized leadership skills
- Very strong work ethic
- Highly proficient with Microsoft Word, Excel, PowerPoint, & Email, and Management Information Systems
- Office Management Experience

CERTIFICATIONS

2016	Level of Service Inventory- Revised (LSI-R)	ADCARE Criminal Justice
2016	Level of Service/Risk, Need Responsivity	ADCARE Criminal Justice

- Trained and certified in theory, administration and implementation of the LSI-R and LS-RNR for offender assessment and case management planning.

REFERENCES AVAILABLE UPON REQUEST.