State of Connecticut
EXAM ANNOUNCEMENT

## CONTINUOUS RECRUITMENT STATEWIDE PROMOTIONAL EXAMINATION

# ELIGIBILITY SERVICES SPECIALIST

| ANNUAL SALARY: | SALARY GROUP: | APPLICATION CLOSING DATE: | EXAM NO: |
|---|---|---|---|
| $51,644 – $64,488 | SH 20 | SEE BELOW | 060790SCJR |

**(REISSUED WITH AN ADDITIONAL TEST DATE FOR 2013)**

**PURPOSE OF CLASS**: In the Department of Social Services and the Department of Children and Families this class is accountable for acting as a working supervisor and policy specialist in the provision of eligibility services to clients of the departments' various assistance programs and may provide a broad range of client services and economic support aimed at maintaining or achieving a client's full potential for self-direction, self reliance and independent living.

## MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY **CURRENT** STATE EMPLOYEE WHO HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE*, SIX MONTHS STATE SERVICE, AND THE FOLLOWING EXPERIENCE AND TRAINING:

**GENERAL EXPERIENCE:** Six years of experience in the determination of client eligibility for public assistance.

**SPECIAL EXPERIENCE:** One year of the General Experience must have been at the level of Eligibility Services Worker.

**SUBSTITUTIONS ALLOWED:** (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one half year of experience to a maximum of four years for a Bachelor's degree. (2) A Master's degree in a closely related area may be substituted for one additional year of the General Experience.

**KNOWLEDGE, SKILLS AND ABILITIES (KSA's):** Considerable knowledge of and ability to interpret and apply relevant agency policies and procedures; considerable knowledge of and ability to interpret and apply relevant state and federal laws, statutes and regulations; considerable knowledge of available community support and social services resources; considerable knowledge of common individual and/or family financial practices and investments; considerable knowledge of Eligibility Management System; knowledge of counseling and interviewing techniques; knowledge of employment problems of economically disadvantaged and issues which are barriers to employment; interpersonal skills; oral and written communication skills; interviewing skills; problem solving skills; training ability; ability to maintain client records and prepare reports; some supervisory ability.

| THE EXAMINATION WILL BE COMPOSED OF: (Exam questions will cover KSA's listed above.) | PART | WEIGHT |
|---|---|---|
| | WRITTEN | 100% |

**APPLICATION CLOSING AND TEST DATES:** In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above. Make certain your application form clearly details your employment history, including job titles, dates of employment and actual job duties as well as college degrees earned and current licenses and certifications. Applications must be date stamped by DAS/Human Resources or postmarked by **MARCH 20, 2013 for the APRIL 30, 2013 test date; and by JULY 11, 2013 for the SEPTEMBER 4, 2013 test date. (Reserve the whole day as the exam may be held in the morning or afternoon.)** Mail applications to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 **(Secure Fax #860-622-2840)**. If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application package and fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. Due to the large number of applications received, we cannot confirm receipt of applications. Applicants must meet the experience and training requirements by the closing date for the exam administration they are applying for. **A separate application form must be submitted for each exam you are applying for.**

**FORMS**: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (http://das.ct.gov/employment) and at State agencies.

**Employees in the unclassified service may be eligible to participate in the promotional exams if they have previous continuous permanent status in the classified service and have current status as a state employee.*

(reissued April 23, 2013)

## AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities, and military veterans.