



**AGENCY PROMOTIONAL EXAMINATION  
DEPARTMENT OF SOCIAL SERVICES  
FAIR HEARINGS SUPERVISOR**

**ANNUAL \$74,222 SALARY**      **SALARY**      **APPLICATION CLOSING**      **EXAM**  
**SALARY: \$93,536**      **GROUP: SH 28**      **DATE: NOVEMBER 29, 2012**      **NO: 121910APJR**

**SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW**

**PURPOSE OF CLASS:** In the Department of Social Services this class is accountable for supervising Fair Hearings Officers who conduct hearings and appeals of eligibility decisions under various assistance programs and other matters designated by statute.

**MINIMUM QUALIFICATIONS REQUIRED**

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF SOCIAL SERVICES** WHO BY **NOVEMBER 29, 2012** HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE, SIX MONTHS SERVICE AT THE **DEPARTMENT OF SOCIAL SERVICES** AND THE FOLLOWING EXPERIENCE AND TRAINING\*:

**GENERAL EXPERIENCE:** Eight years of experience in the conduct of quasi-judicial hearings or formulation of policy regarding the hearings process.

**SPECIAL EXPERIENCE:** One year of the General Experience must have been conducting hearings and rendering decisions on eligibility appeals. [Note: For State employees, this is interpreted at the level of a Fair Hearings Officer.]

**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 business, public administration or a closely related field may be substituted for one additional year of the General Experience. (3) For State employees, one year of experience as a Fair Hearings Officer may be substituted for the General and Special Experience. (4) For State employees, one year of experience as a Public Assistance Consultant with responsibility for the formulation of hearings policy may be substituted for the General and Special Experience.

**SPECIAL REQUIREMENT:** Incumbents in this class may be required to travel.

**KNOWLEDGE, SKILLS AND ABILITIES:** Considerable knowledge of relevant state and federal laws, statutes and regulations; considerable knowledge of relevant agency policies and procedures; considerable knowledge of hearings policy and procedures; considerable knowledge of eligibility requirements for Public Assistance, Medical Assistance, Food Stamps and General Assistance; considerable knowledge of public assistance program policy and practices; considerable oral and written communication skills; interpersonal skills; considerable ability to read, interpret and operationalize complex policy and legislation; ability to prepare reports on unit activities and/or operations; supervisory ability.

**THE EXAMINATION WILL BE COMPOSED OF:**

	<b><u>PART</u></b>	<b><u>WEIGHT</u></b>
	<b>EXPERIENCE AND TRAINING</b>	<b>100%</b>

**APPLICATION/EXAMINATION PROCEDURE**

**APPLICANTS MUST SUBMIT:**

- (1) Completed Application Form (CT-HR-12)**
- (2) Supplemental Examination Material (see instructions below)**

**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 AND complete the required supplemental examination materials as detailed below. Applicants who do not submit the required application and examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.**

**EXAMINATION INSTRUCTIONS: Section 1.** For each job (maximum of three) which you feel has best prepared you for the job of Fair Hearings Supervisor, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Fair Hearing Supervisor cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1)** Experience conducting hearings and appeals of eligibility decisions under various assistance programs. Be specific as to the number and variety of cases for which you were responsible. Give two examples of the most complex and/or sensitive hearings in which you were involved. (Do not use real names in order to protect the confidentiality of clients.) **(2)** Lead/supervisory experience. Indicate your responsibilities providing staff training, scheduling, work assignment, conducting performance evaluations and taking necessary disciplinary action. Be specific as to whether you performed full supervisory functions or lead others and include the number and job titles of staff involved. (You may list significant lead/supervisory experience, which is not related to social services programs.) Include any experience you have had leading or training others in the use of automated data systems or other high-tech office productivity tools (e.g., videoconferencing, audio or videotaping, voicemail, automatic faxing, etc.). **(3)** Interpersonal experience. Detail two experiences you have had which you feel best demonstrate your interpersonal skills in complex or sensitive situations (e.g., dealing with irate clients; explaining difficult issues, regulations and/or policies to others; persuading and/or negotiating with others; etc.). **(4)** Experience writing and/or editing complex and lengthy written documents. Be specific as to the substance and length of the documents with which you have dealt, and the type of writing or editing that you performed. **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** **(1)** Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process. **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by November 29, 2012. (5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2910). If faxing materials make certain that your application form is complete and transmitted correctly and without error.** Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. **(6)** Due to the large number of applications received, we cannot confirm receipt of applications. **(7) Examination scores will be mailed by January 10, 2013. (8) A separate application/examination package 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 the Department of Social Services.

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

**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.