

STATE OF CONNECTICUT  
OFFICE OF PROTECTION AND ADVOCACY FOR PERSONS WITH DISABILITIES  
POSTING OF VACANCY

HUMAN SERVICES ADVOCATE

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THE PAGE!**

**Open To:** State Employees on current DAS list or lateral transfer  
**Location:** 60B Weston Street, Hartford, CT 06106  
**Schedule:** Full Time – Monday through Friday  
**Hours:** 8 hour days; 40 hour workweek  
**Salary:** SH22/ Salary begins at: \$2,133.49 bi-weekly  
**Closing Date:** November 14, 2011

**ELIGIBILITY REQUIREMENT:** Candidates must have applied for and passed the Human Services Advocate exam and be on the current certification list promulgated by the Department of Administrative Services. State employees currently holding the above title or those who have previously attained permanent status in the class may apply for lateral transfer.

**PREFERRED EXPERIENCE:** The preferred candidate will have either personal or professional experience advocating for the rights of persons with disabilities; knowledge of Connecticut's service delivery system for persons with disabilities; knowledge and experience with Connecticut's vocational rehabilitation system; knowledge of state and federal disability laws; knowledge of Social Security benefits including work incentives; experience providing training to groups; experience using electronic case management system and good communication skills.

**EXAMPLES OF DUTIES:** Assists in administration of a client rights program with respect to civil, legal and human rights, right to treatment, confidentiality and other unique rights as specified by state and federal legislation; provides advocacy services, determines available courses of action and develops advocacy strategies with individuals, families and/or groups; investigates and evaluates complaints and allegations of abuse and/or misrepresentation of authorized client services; implements advocacy strategies through informal and/or formal actions such as meeting with legal and/or agency representatives to ensure provision of proper services; consults with professionals of various disciplines such as attorneys, physicians, educators and others to identify options and barriers to client rights; develops and interprets policies regarding client rights; assists in researching and interpreting laws pertaining to client rights; maintains confidential client files documenting advocacy services provided and prepares reports summarizing case activities; prepares correspondence and reports; assists in orientation of new employees with regard to agency client rights program; may investigate accident and injury reports to determine cause; may conduct studies to assess quality of care; may conduct in-service training sessions on client rights; may provide technical assistance and training to field staff; may participate on task forces and coalitions formed to effect system changes; may meet with legislators, agency officials and members of various interest groups on client rights; may participate in agency task groups to develop policies, positions and reports; may make public presentations; performs related duties as required. OFFICE OF PROTECTION AND ADVOCACY: Represents client at administrative hearings and prepares and presents cases, negotiates settlements or resolutions and drafts stipulations and agreements to implement settlements; refers cases to agency or contracted attorneys for potential legal action; assists attorneys in organizing and presenting evidence in legal actions; monitors compliance of state, municipal and federal agencies and/or private organizations with settlements or legal decisions.

**MINIMUM QUALIFICATIONS REQUIRED KNOWLEDGE, SKILL AND ABILITY:** Knowledge of problems and needs of individuals in one of the following areas: blindness or visual impairments; children; disabilities; mental retardation; psychiatric disabilities; knowledge of advocacy process; knowledge of relevant state and federal laws, statutes and regulations; knowledge of relevant agency policies and procedures; knowledge of community resources and service delivery systems; interpersonal skills; oral and written communication skills; interviewing skills; negotiating skills; ability to identify, investigate and analyze problems and recommend effective solutions; ability to research and organize information; ability to understand and explain complex written materials.

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

**APPLICATION INSTRUCTIONS:** Interested and qualified candidates who meet the above experience and training requirements should submit a **cover letter, resume** and **application for Examination or Employment (Form CT-HR-12 at <http://www.das.state.ct.us/cr1.aspx?page=13>)**, by the closing date provided above, to:

**Deborah Craig, Human Resources Specialist**  
**Department of Administrative Services, Small Agency Resource Team – SmART Unit**  
**165 Capitol Avenue, 5<sup>th</sup> Floor East**  
**Hartford, Connecticut 06106**  
**Confidential Fax: (860) 622-4921 (preferred method of submission)**

**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, and persons with disabilities.