State of Connecticut
EXAM ANNOUNCEMENT

AGENCY PROMOTIONAL EXAMINATION

DEPARTMENT OF SOCIAL SERVICES

PUBLIC ASSISTANCE CONSULTANT

ANNUAL SALARY: $67,267 – $85,266	SALARY GROUP: SH 26	APPLICATION CLOSING DATE: NOVEMBER 28, 2011	EXAM NO: 110730APJR

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

(REANNOUNCED WITH EXTENDED CLOSING DATE)

PURPOSE OF CLASS: In the Department of Social Services this class is accountable for coordinating program/policy planning, development, implementation and monitoring for a major agency project, program or initiative.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY CURRENT EMPLOYEE OF THE **DEPARTMENT OF SOCIAL SERVICES** WHO BY **NOVEMBER 28, 2011** HAS PERMANENT STATUS IN THE CLASSIFIED SERVICES, SIX MONTHS CURRENT OR FORMER SERVICE IN THE **DEPARTMENT OF SOCIAL SERVICES**, AND THE FOLLOWING EXPERIENCE AND TRAINING:*

GENERAL EXPERIENCE: Eight years of **professional** experience in a social services program.

SPECIAL EXPERIENCE: One year of the General Experience must have been in a lead or consultative capacity with responsibility for case review and evaluation and/or technical policy interpretation and implementation at the level of Eligibility Services Specialist, Social Services Lead Investigator, Social Services Program Assistance Specialist, Fair Hearings Officer, Quality Control Reviewer or Social 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 field may be substituted for one additional year of the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of social services programs; considerable knowledge of relevant state and federal laws, statutes, and regulations; considerable knowledge of principles of public administration; knowledge of community organizations and social service agencies; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to plan, organize, and coordinate complex programs; ability to interpret complex written material including legal narrative, legislation and regulations and assess the impact of these on programs.

THE EXAMINATION WILL BE COMPOSED OF:	PART	WEIGHT
	EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

APPLICANTS MUST SUBMIT: **(1) Completed Application Form (CT-HR-12)**
(2) Supplemental Examination Materials (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 Public Assistance Consultant, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Public Assistance Consultant 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 providing public assistance benefits or human services under various programs. Be specific describing your role including the type of service provided, investigations conducted and your involvement in any enforcement activities. Detail any experience performing quality control/assurance functions or involvement in fair or administrative hearings for public assistance/human services programs. **(2)** Analytical experience**.** Describe your experience in the areas of planning, analyzing, developing and improving programs, operations, procedures and policies related to public assistance programs. Be specific as to the nature of these programs and your responsibilities in these areas. Include the outcome of your recommendations and on whom they impacted. **(3)** Lead/consultative experience. Describe your experience leading and/or training other direct service staff. Detail your experience providing technical assistance or consultation including to whom this was provided and the purpose. Include experience serving on projects, task forces and committees including your role and the purpose of the project/meetings. **(4)** Oral and written communication/interpersonal skills. Describe the types of oral communication activities you perform such as interviewing, counseling, advocating, negotiating, training, explaining, testifying or representing the agency at hearings, or public speaking. Describe the range and types of written communication activities you have performed such as preparing investigative reports, written policy interpretations, drafting policies, regulations or procedures, developing training materials or writing case summaries. Describe the most difficult interpersonal contacts you handle including such things as diffusing client hostility, resolving interpersonal issues among staff or managing group processes within hearing, group counseling or negotiating settings. **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 28, 2011. **(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 9, 2012. (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) or at the Department of Social Services.

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

6480 (revised November 10, 2011) November 3, 2011

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.