EXAMINATION OPEN TO THE PUBLIC
QUALITY ASSURANCE MANAGER

ANNUAL $77,172
SALARY: $105,224
GROUP: MP 62
APPLICATION CLOSING:
DATE: JULY 23, 2015
EXAM NO.: 1507500CPD

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS:
In a state facility, this class is accountable for directing, developing and implementing an organized program of quality assurance in accordance with national standards and accreditation requirements and/or regional and state quality assurance plans.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR ADMITTANCE INTO THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE:
Eight years of professional experience in behavioral health facility, system or research environment. (For the Department of Children and Families, Connecticut Juvenile Training School, eight years of professional experience in a criminal justice or behavioral health facility, system or research environment.)

SPECIAL EXPERIENCE:
One year of the General Experience must have been a professional capacity in a behavioral health quality assurance program.

(For the Department of Children and Families, Connecticut Juvenile Training School, one year of the General Experience must have been in a professional capacity in a criminal justice or behavioral health quality assurance program.)

SUBSTITUTION ALLOWED:
(1) College training in the field of nursing, psychology, social work or a closely related field may be substituted for the General Experience on a year-for-year basis for up to four years of experience.

(2) Experience developing or assisting in developing administrative or operational program policies, procedures and operations, including the nature of these policies/procedures/operations, on whom problems and errors may be discovered, and the types of services provided.

Section 2

EXAMINATION WILL BE COMPOSED OF:
PART:
APPLICATION/EXAMINATION PROCEDURE
EXPERIENCE AND TRAINING
100%

APPLICATIONS AND EXAMINATION MATERIALS 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 examination materials as detailed below. Applicants who do not submit the required application and supplemental 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 vitae 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 Quality Assurance Manager include a 2-page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Quality Assurance Manager must include a separate 2-page description detailing each job title 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 designing and/or directing the implementation and monitoring of behavioral health or hospital quality assurance and/or risk management programs. Be specific as to the nature, size and scope of the program/s, the population served and the types of services provided. Detail your actual duties planning, coordinating, inspecting, monitoring and evaluating quality assurance and/or risk management programs. Describe your experience developing plans to ensure compliance with state and federal mandates and ensuring adherence to program guidelines, policies and procedures. Describe your experience with the centers for Medicare and Medicaid conditions of participation and Joint Commission’s Hospital standards and survey process, including survey readiness activities and training. (2) Experience in research and statistical analysis. Describe your experience in data collection, processing and retrieval including the types of records or other information sources involved, the purpose of the research/analysis and the intended outcome. Include information regarding surveys conducted, standards and methods used, identifying problems and developing corrective action plans as a result of these findings and developing data management and/or presentation strategies. (3) Administrative/Supervisory experience in a behavioral health facility or hospital system or setting. Describe your experience developing or assisting in developing administrative or operational program policies, procedures and operations, including the nature of these policies/procedures/operations, on whom they impacted and the setting in which this occurred. Include experience formulating program/project goals and objectives, interpreting and administering laws/regulations/policies. (4) Interpersonal skills/oral and written communication experience. Describe your public speaking experience and/or experience giving presentations to groups including the nature of the presentations, the audience reached and the purpose/intended outcome. Include examples of experiences you have had chairing or participating on committees and/or task forces. Detail any experience providing consultative services to professional staff and/or private provider organizations regarding quality assurance operations. Be specific as to the type and purpose of these consultations, to whom they were provided and the intended outcome. Describe your experience writing and preparing reports, and correspondence including the nature of these reports and written materials, for whom they were prepared, and their purpose/intended outcome. 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 July 23, 2015. (5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #800-622-2875). If faxing materials, keep a copy of your completed application form, exam materials and the fax transmittal receipt for your records. (6) Your application form and examination materials are complete and submitted correctly and without error, incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. (7) Due to the large number of applications received, we cannot confirm receipt of applications. (8) Examination scores will be mailed by September 10, 2015. (9) A separate application/examination package must be submitted for each exam you are applying for.

APPLICATION/EXAMINATION PROCEDURE

FILLS:
Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (http://das.ct.gov/employment) or at the Offices of the Connecticut State Job Centers.

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.

July 7, 2015