State of Connecticut
EXAM ANNOUNCEMENT

EXAMINATION OPEN TO THE PUBLIC

QUALITY ASSURANCE MANAGER

ANNUAL SALARY: $72,741 – $93,304	SALARY GROUP: MP 62	APPLICATION CLOSING DATE: JUNE 14, 2013	EXAM NO: 130660OCPD

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 BY JUNE 14, 2013:

GENERAL EXPERIENCE: Eight years of **professional** experience in a 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 in 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.)

SUBSTITUTIONS 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 the basis of fifteen semester hours equaling one-half year of experience to a maximum of four years for a Bachelor's degree. (For the Department of Children and Families, Connecticut Juvenile Training School, college training in the field of applied sociology, social and/or human services, clinical psychology, child development, criminal justice, counseling, human development and family relations, marriage and family therapy 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 the above areas may be substituted for one additional year of the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of relevant state and federal laws, statutes and regulations; considerable knowledge of applicable survey standards and practices; considerable knowledge of principles of modern psychiatric hospital or juvenile justice facility administration; considerable knowledge of classification and treatment of mental illness; considerable knowledge of research methods and statistical analysis; knowledge of and ability to apply management principles and techniques; some knowledge of principles and practices of community psychiatry and/or community corrections; considerable interpersonal skills; considerable oral and written communication skills; computer skills.

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 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 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 Quality Assurance Manager, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Quality Assurance Manager 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 designing and/or directing the implementation and monitoring of behavioral health or hospital quality assurance and/or risk management programs. Please 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 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. Indicate 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 June 14, 2013.** **(5)** Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 **(Secure Fax #860-622-2875). 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 July 31, 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 Offices of the Connecticut State Job Center.

6816 May 29, 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.