State of Connecticut
JOB POSTING

State of Connecticut
DEPARTMENT OF SOCIAL SERVICES
JOB OPPORTUNITIES

CONNECTICUT CAREER TRAINEE

WILLIMANTIC (ELIGIBILITY SERVICES WORKER)

Posted: October 20, 2014 **Closing Date: October 22, 2014**

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

The Department of Social Services is seeking college graduates who have a strong desire to work in the challenging field of **ELIGIBILITY SERVICES**. The work environment is diverse, technical, complex, and fast paced and demands teamwork, reliability, accuracy and precise attention to detail. The position's full-time responsibility will be conducting client interviews & responding to inquiries regarding DSS case issues and programs.

Open To: **The Public – *Applicants must provide proof that they have a Bachelor's degree or above prior to appointment to these opportunities.***

Posting Number: **CCT-WILLI-ESW**

Locations: **DSS – 676 Main Street, Willimantic** **PCN: 33234**

Work Schedule: Monday - Friday: 8:30am – 5:00pm

Bargaining Unit: Social and Human Services (P-2)

Salary Range:
Bachelor's Degree: SH-15 Step 1 $42,980.00 Annually
Master's Degree: SH-15 Step 2 $44,535.00 Annually

Target Classification (*after one year served as CCT from date of hire*):
Eligibility Services Worker (SH-19): $52,143.00 Annually

Essential Responsibilities Include:

Interviews individuals to obtain necessary information; determines and grants services and public assistance; researches, verifies and evaluates statements given by clients and other factors to ensure compliance with program eligibility requirements; enters and modifies all relevant case eligibility information in the Eligibility Management System and AccessHealth worker portal; provides periodic cycle of eligibility redetermination services to ensure correct client benefits level; assists clients with application and receipt of various federal, state and municipal social services benefits; acts as liaison with local, state and federal agencies regarding determination and coordination of client eligibility and awards; provides information regarding state public assistance programs to clients, social service agencies, attorneys and the public; prepares detailed summaries and acts as agency representative in Fair Hearings process; performs related duties as required.

Minimum Qualifications Required

Knowledge, Skill and Ability: Knowledge of and ability to interpret and apply relevant agency policies and procedures; knowledge of and ability to interpret and apply relevant state and federal laws, statutes and regulations; knowledge of available community support and social services resources; knowledge of common

individual and/or family financial practices and investments; interpersonal skills; oral and written communication skills; interviewing ability.

Experience and Training:

General Experience:

Five (5) years of experience in the determination of client eligibility for public assistance or investigation of client capital assets in relation to eligibility determination.

Substitutions Allowed:

1. College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one-half (1/2) year of the experience to a maximum of four (4) years for a Bachelor's degree.

2. A Master's degree in a closely related area may be substituted for the General Experience.

Preference Will Be Given to Candidates with the Following:

- Prior work experience in a human services area.
- Demonstrate empathy through knowledge of/appreciation for the root causes of poverty and the impact on program/service compliance.
- Successful candidates need to demonstrate that they have excellent customer service and interpersonal skills, are able to communicate information clearly, effectively, and efficiently in person, on the telephone and in writing, and can troubleshoot case issues expressed during the calls or in person.
- Possess a strong work ethic and ability to effectively manage multiple priorities and adapt to change within a fast-paced business environment
- Possess excellent listening skills and the ability to ask probing questions and understand client concerns
- Experience in asset analysis, financial and business management. An understanding of basic mathematical computations is necessary and will be used on a daily basis.
- Demonstrate that they have the ability to acquire the knowledge and skills to become an Eligibility Worker; are able to understand, evaluate and solve problems by exercising good judgment and reasoning; and demonstrate the ability to read, analyze, interpret and understand written material.
- Excellent time management skills and are able to handle sensitive situations with diplomacy and tact.
- Ability to build strong working relationships with their managers, supervisors and coworkers.
- Proficiency in the use of Microsoft Office products including Office, Excel, Access, and PowerPoint is preferred.

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

Application Instructions:

Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Website at: www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS. Please **mail** your completed State of Connecticut Application for Examination or Employment (CT-HR-12), cover letter, copy of degree or transcript, and three (3) supervisory reference letters (*State employees must submit their two (2) most recent Performance Appraisals in lieu of references*) **in duplicate** to**:**

Department of Social Services
Attn: Christine Martin, Human Resources Division
55 Farmington Avenue 5th Floor
Hartford, CT 06105

Due to the large volume of applications received, we are unable to confirm receipt of applications.

~PLEASE BE ADVISED THAT HAND-DELIVERED APPLICATIONS WILL NOT BE ACCEPTED~

~TWO (2) COMPLETE SETS OF ALL APPLICATION MATERIALS MUST BE SUBMITTED~

All applications must be postmarked by Wednesday, October 22, 2014.

Late or incomplete applications will not be considered.

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.