



State of Connecticut EXAM ANNOUNCEMENT

AGENCY PROMOTIONAL EXAMINATION

DEPARTMENT OF SOCIAL SERVICES

SOCIAL SERVICES INVESTIGATIONS SUPERVISOR (CHILD SUPPORT)

Employees who would like to apply a previous score to this promotional exam will need to complete the Promotional Examination Score/Application Request Form [CT-HR-26](#) and submit it to the Department of Administrative Services prior to the closing date on the examination announcement. See [General Letter 38](#) for more information.

ANNUAL SALARY: \$66,793
SALARY: \$85,009

SALARY GROUP: SH 24

APPLICATION CLOSING DATE: DECEMBER 19, 2016

EXAM NO:160890APMAT

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Department of Social Services this class is accountable for supervising a unit engaged in performing investigations relevant to the enforcement of Child Support obligations.

MINIMUM QUALIFICATIONS REQUIRED

THIS **AGENCY PROMOTIONAL EXAMINATION** IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF SOCIAL SERVICES** WHO BY **DECEMBER 19, 2016** HAS PERMANENT STATE STATUS*, SIX MONTHS SERVICE IN THE **DEPARTMENT OF SOCIAL SERVICES** AND THE FOLLOWING EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE: Seven years of experience in investigation of real and personal assets related to child support obligations.

SPECIAL EXPERIENCE: One year of the General Experience must have been as a working supervisor of staff conducting child support investigations. Note: For state employees, this is interpreted at the level of Social Services Lead Investigator-Child Support.

SUBSTITUTION ALLOWED: (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equalling 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 area may be substituted for one (1) additional year of the General Experience. (3) For state employees, one year of experience as a Social Services Lead Investigator (Child Support) may be substituted for the General and Special Experience.

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

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of public assistance programs concerning children and the financial obligations related to these programs; considerable knowledge of investigatory methods and techniques; considerable knowledge of and ability to interpret and apply relevant agency policies and procedures; considerable knowledge of and ability to interpret and apply relevant state and federal laws, statutes and regulations; considerable knowledge of economic, social and health problems affecting family security; considerable knowledge of property ownership, personal finances, paternity and child support issues; considerable knowledge of court procedures, legal terminology and related legal instruments; knowledge of personnel policies; considerable problem solving skills; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to understand and interpret financial and legal documents; considerable ability to negotiate settlements with legally liable party; ability to utilize computer software and systems; supervisory skills.

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

APPLICATION/EXAMINATION PROCEDURE

- APPLICANTS MUST SUBMIT:**
- (1) Completed Application Form (CT-HR-12)
 - (2) 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 Social Services Investigations Supervisor (Child Support) include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Social Services Investigations Supervisor (Child Support) 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 performing child support enforcement activities. Describe your experience conducting investigations (gathering, analyzing and evaluating information). Be specific in describing the area(s) and types of cases in which you conducted investigations, and what you actually did to provide child support services. Include details about the application of appropriate laws and policies, the kind of information obtained through interviews, research of documents, and computer records, and how the information is used. (2) Lead/Supervisory experience. Describe your experience leading, supervising or acting as team leader or project leader, including planning, setting priorities and coordinating workflow. Describe your experience assigning, overseeing, reviewing and evaluating the work of staff. Include the numbers and job titles of staff you led on projects or workgroups, supervised or assisted in supervising. Detail your experience consulting with and directing staff in difficult, unusual and/or complex case resolution. Indicate any experience you have training staff on policy, procedures, use of automated systems and proper enforcement or investigative techniques. Also, indicate any experience you have in making recommendations for policy or procedural improvements. **Note:** Although lead/supervisory experience in a Social Services setting will be considered to be the most relevant, you may also include lead or supervisory experience in a non-related area. (3) Oral and written communications experience. Describe the internal and external contacts you have with others (such as the Assistant Attorney General, Family Support Magistrate, SEO's, private attorneys, other public agencies, community based organizations, regional office management, central office staff and other Child Support staff) that you feel best demonstrates your oral and interpersonal communications skills. Be specific about the reasons for these contacts and the desired outcome. Describe the type, content and format of any records, summaries, correspondence or reports you have compiled or written. Also, describe any experience you have had representing the agency in legal matters. Describe any presentations you have made, including the purpose of the presentation and the type of audience reached. **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 **December 19, 2016**. (5) Mail applications/examination materials to Department of Administrative Services, Statewide Human Resources, 450 Columbus Blvd., Suite 1502, Hartford, CT 06103 (**Secure Fax 860-622-2910 – preferred method**). **If faxing materials, keep a copy of your completed application form, exam materials and the fax transmittal receipt for your records. Make certain that your application form and exam materials are complete and transmitted correctly and without error. 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 30, 2017.** (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>).

*For employees in the classified service, permanent status is obtained after successful completion of a working test period. For employees in the unclassified service, permanent status is obtained after serving in a position for at least six months (full time or full time equivalent).

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.