State of Connecticut
EXAM ANNOUNCEMENT

AGENCY PROMOTIONAL EXAMINATION
DEPARTMENT OF SOCIAL SERVICES
SOCIAL SERVICES PROGRAM ADMINISTRATION MANAGER

ANNUAL SALARY:	SALARY GROUP:	APPLICATION CLOSING DATE:	EXAM NO:
$93,896 – $120,027	MP 67	MARCH 18, 2016	160260APAM

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

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

MINIMUM QUALIFICATIONS REQUIRED

THIS **AGENCY PROMOTIONAL EXAMINATION** IS OPEN TO ANY **CURRENT** EMPLOYEE OF THE **DEPARTMENT OF SOCIAL SERVICES** WHO BY **MARCH 18, 2016** HAS PERMANENT STATE STATUS*, SIX MONTHS SERVICE IN THE **DEPARTMENT OF SOCIAL SERVICES**, AND THE FOLLOWING EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE: Nine years of professional experience in the delivery of social services programs and/or policies. NOTE: Social services programs are a range of public services provided by or funded by federal, state or local government organizations to assist the disabled, disadvantaged or elderly. Some examples of social services programs are temporary financial assistance programs, healthcare assistance programs (e.g., Medicaid, Medicare, Husky), housing and energy assistance programs, nutritional assistance programs (e.g., SNAP), child or adult care assistance programs, social security income (SSI) and child support.

SPECIAL EXPERIENCE: One year of the General Experience must have been in a managerial or consultative capacity with programmatic and administrative responsibility for a regional or statewide social services program. NOTE: For State Employees the Special Experience is interpreted at the level of Social Services Program Manager, Social Services Operations Manager, Program Manager - Public Assistance, Public Assistant Consultant and Planning Specialist.

SUBSTITUTION 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 Social Work, Public Administration or 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 and ability to apply management principles and techniques; considerable knowledge of relevant state and federal laws, statutes and regulations; knowledge of community organizations and social services agencies; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to interpret complex written material including legal narrative and to assess the impact thereof on programmatic goals.

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) 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 Program Administration Manager 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 Program Administration 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 with statewide or regional social service and/or child support programs. Describe your program, operational and strategic planning experience including setting goals and objectives and developing and implementing long and short term plans. Be specific as to the type of program(s), client group(s) served, geographic area serviced, and your specific role in establishing and/or implementing these goals, objectives and plans. Include information on your experience establishing timelines and measuring outcomes of program objectives. Be specific as to the methods and systems used to gather and collect program data and the methods used in presenting this data. **(2)** Experience developing, implementing, and/or interpreting policies, regulations and/or statutes impacting social services and/or child support programs and providing program direction accordingly. Be specific as to the type(s) of policies, regulations or statutes involved, whether your role was in the development, implementation and/or interpretation, the process involved, the scope of policy-making authority (e.g., all policy for the agency, etc.) and the impact of these items on programs or agency operations. Also, describe your experience proposing and developing legislation to implement new programs or revise existing programs. Indicate any experience working with the federal government in the formulation of federal policy impacting social services or child support policies. **(3)** Experience administering, managing and monitoring social services and/or child support programs. Detail your experience directing staff and operations including the numbers and job titles of staff supervised and the type of operations involved. Describe your experience administering statewide or regional social service/child support programs and monitoring program activities, costs, resources, accomplishments, etc. Be specific as to your role in managing these programs, the size of the programs in terms of budget and caseload size. **(4)** Interpersonal/oral and written communications experience. Describe experience serving as an agency representative, subject matter expert, liaison or consultant including developing presentations and leading discussion groups regarding policy, regulations and/or statutes related to program activities and issues. Detail experience collaborating with state, federal, municipal or non-profit organizations, the nature of these dealings and the intended outcome. Include examples of experiences you have had conducting and/or leading public hearings or community meetings, conducting training sessions, performing speaking activities at professional conferences, providing testimony before legislative committees, study committees or courts regarding program issues, serving as a leader or member on various committees or taskforces. **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 **MARCH 18, 2016**. **(5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, CT 06106-1658 (Secure Fax #860-622-2910). 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 APRIL 29, 2016. (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 Department of Social Services.

SPECIAL NOTE: Applicants who are on the examination list for Social Services Program Administration Manager (150840APDM) promulgated on October 14, 2015 do not need to reapply. List 150840APDM will be combined with the next administration of this exam.

**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).*

7345 March 4, 2016

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.