STATEWIDE PROMOTIONAL EXAMINATION
SOCIAL SERVICES LIAISON OFFICER

ANNUAL: $44,595
SALARY: $56,331
APPLICATION CLOSING: JANUARY 9, 2012
EXAM NO.: 111130SPJR

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

PURPOSE OF CLASS: In the Department of Social Services and the Department of Mental Health and Addiction Services, this class is accountable for dispensing program information to clients and the public which may include resolving complaints concerning departmental programs and policies.

MINIMUM QUALIFICATIONS REQUIRED

THIS PROMOTIONAL EXAMINATION IS OPEN TO ANY CURRENT STATE EMPLOYEE WHO BY JANUARY 9, 2012 HAS PERMANENT STATUS IN THE CLASSIFIED SERVICE*, SIX MONTHS STATE SERVICE, AND THE FOLLOWING EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE: Five years of experience in a social services agency involving direct client contact, investigative or eligibility determination activities.

SUBSTITUTIONS 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) For State employees, two years of experience as a Social Services Trainee with the target class of a Social Services Liaison Officer may be substituted for the General Experience.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of social service programs, policies and procedures; considerable knowledge of programmatic eligibility requirements; considerable knowledge of available financial assistance and social services resources; interpersonal skills; considerable oral and written communication skills; some interviewing ability; some supervisory ability.

THE EXAMINATION WILL BE COMPOSED OF: PART WEIGHT

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 supplemental examination materials as detailed below. Applicants who do not submit the required application and 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 Liaison Officer 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 Liaison Officer cannot include this as one of the three jobs.) Each job description should begin on a separate page and be followed 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 gathering financial and medical record information including medical/psychiatric documentation from clients/applicants that is needed to determine eligibility for federal, state and municipal social services benefits and other various benefits. Include experience interviewing clients/applicants with behavioral health, developmental, physical, or other challenges and assisting them in gathering needed documents and on their behalf, accurately completing appropriate application forms. Also include any experience reviewing application forms and associated documentation to determine eligibility for various benefits as well as experience in assisting clients in successfully obtaining appropriate benefits. In addition, include any experience entering such information into state and federal databases. (2) Experience responding to questions and concerns from clients, applicants, families, conservators, attorneys and others regarding social service/public assistance program eligibility requirements, benefits, and resources. Include experience conducting research on behalf of clients, dispensing information, resolving problems, and making proper referrals. Also include experience working with agencies and groups on behalf of clients to ensure appropriate benefits are in place prior to discharge and, as needed, troubleshoot benefit issues after discharge. (3) Experience verifying eligibility of recipients for providers of medical services and reviews eligibility re-determinations to ensure clients receive the correct benefits. Also include experience with implementing and maintaining databases and tracking mechanisms to the on-going eligibility of clients in the hospital. 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 January 9, 2012. (5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2910). 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 February 21, 2012. (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) or at any state agency.

*Employees in the unclassified service may be eligible to participate in promotional exams if they have previous permanent status in the classified service and have current status as a state employee.

6513 December 21, 2011

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.